

Employer Information Booklet

Combined Financial Services Guide and
Product Disclosure Statement for Employers



*Hardworking super for
people in transport*

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This booklet contains important information for employers who may be thinking about joining TWUSUPER, as well as employers currently contributing to TWUSUPER on behalf of their employees.

It is an important document and should be read carefully.

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 its appropriateness in 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.

If you are not sure you have the right booklet, please call us on **1800 241 877**.

This document may be updated from time to time. Current versions are available to download at www.twusuper.com.au, or request a free copy by calling us on **1800 241 877**. If you are printing an electronic copy of this document, you must print all pages, including the application forms.

The Trustee

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

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.

Contact TWUSUPER

Locked Bag 5094
Parramatta NSW 2124
Telephone: 1800 241 877
Email: twusadmin@aas.com.au
Web: www.twusuper.com.au



Welcome

TWUSUPER is the leading industry super fund for people in transport.

Today, TWUSUPER has over 130,000 members and 15,000 employers across the transport and logistics industry, and manages more than \$2.4 billion in assets.

We're committed to providing quality superannuation that meets the needs of people in transport.

David Galbally QC
Chairman

Hardworking super for
people in transport.



1

Why choose TWUSUPER?

We're for people in transport

TWUSUPER was established in 1984 as the industry super fund for people in transport. Today, TWUSUPER has over 15,000 employers and 130,000 members across the transport and logistics industry, and manages more than \$2.4 billion in assets.

Our Board of Directors is comprised of an equal number of Employer and Member Representative Directors, each with experience in the transport industry.

Proud to be an industry super fund

Industry super funds are run only to benefit members. Industry super funds charge low fees and do not pay commissions to financial planners. Historically, industry super funds have consistently produced strong returns for their members. Together, these benefits can have a significant impact on your employees' retirement savings.

Making administration easy

Our range of automated payment processes and flexible lodgement options allow you to choose the contribution methods that best suit your business.

We also offer participating employers access to a clearing house facility to seamlessly manage allocations and payments to multiple super funds. See page 12 for more information.

Working hard for you

We're constantly looking for ways to make your employees' super work harder. That includes a focus on investment performance, product development, education and support for members and employers.

Looking out for your employees

We are committed to educating members about the value of long term saving through superannuation. The more your staff are informed, the better off they'll be financially and the less time you'll spend answering questions.

We can help you to promote superannuation as an employee benefit by providing information and education sessions at your workplace. We also conduct free retirement and financial planning seminars for members in a range of locations throughout the year.

No fees for employers

We don't charge our members entry fees, agent fees or commissions. There is no charge to you as a Participating Employer.

Support whenever, wherever you need it

Our aim is to reduce the burden of super administration, so you can concentrate on running your business. Our team of dedicated Business Development Consultants and Client Relations Officers are available around the clock to help you and your employees with superannuation issues.

Our features at a glance

More information about TWUSUPER's features can be found in the Member Information Booklet.

✓ Strong performance history

While past performance is not a guarantee of future returns, we have a history of delivering strong investment returns to members.

✓ Low fees

We charge members a member fee of \$66.30 per annum, net of tax. Other fees and charges apply.

✓ Choice of investment option

We offer members with an account balance of \$1,000 or more a choice of three investment options:

- Equity Plus (100% growth assets)
- Balanced (75% growth assets, 25% defensive assets)
- Cash Plus (100% defensive assets)

If members don't make an investment choice, we invest their super in our Balanced investment option.

✓ Access to reliable financial advice

We have teamed up with Money Solutions* to provide members with access to low cost professional financial advice.

To encourage all of our members to seek advice from a professional adviser, we will pay for each member's first single-issue superannuation phone call with a Money Solutions Money Coach.

✓ Flexible insurance cover

If you become a Participating Employer, your employees will generally receive basic cover when they join TWUSUPER.

Basic cover consists of 2 units of basic death (including terminal illness) cover and 2 units of basic Total and Permanent Disablement (TPD) cover.

Members can also apply to transfer an existing level of cover into TWUSUPER and apply for voluntary death and TPD cover.

We also offer income protection insurance cover.

✓ Access to low cost banking

Our members have access to low cost banking with ME Bank*. ME Bank offers a range of products and services designed to meet the needs of hard working Australians, like low cost home loans, credit cards and savings accounts.

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



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Joining TWUSUPER

Becoming a Participating Employer

A Participating Employer is a person or entity that makes superannuation contributions to TWUSUPER on a member's 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.

Joining TWUSUPER as a Participating Employer means that you will be able to make contributions into TWUSUPER on behalf of your employees, whether or not those employees are existing members of the Fund.

This ability to make contributions to TWUSUPER on behalf of new employees can help fast-track your super administration.

How to join

First, please read this booklet in full. It explains our key features and some of the benefits of choosing TWUSUPER, as well as providing you with some useful tips on how you can help your employees make the most of their retirement savings.

We also recommend you read the *Member Information Booklet*, which includes detailed information about membership in TWUSUPER. You can read or download a copy at www.twusuper.com.au, or request a free copy for your records by calling 1800 241 877.

To join TWUSUPER as a Participating Employer, you need to either:

1. Go to www.twusuper.com.au and click on the *EmployerAccess* link to join instantly online. You can start to create employee records and make contributions straight away.

OR

2. Complete the *Employer application* form at the back of this booklet. If you are ready to make your first contribution, complete the *Initial contribution return* form provided at the back of this booklet and return it to us with your initial contribution cheque and *Employer application* form.

Send your forms to:

TWUSUPER
Locked Bag 5094
Parramatta NSW 2124

We will confirm acceptance of your application in writing and provide you with details including:

- your employer number
- confirmation of your contribution lodgement and payment preferences.

Did you know?

Keeping us informed when employee details change can help us to allocate your payments without manual intervention and avoid processing delays.

Simply record any employee changes or terminations on your regular contribution paperwork.

Prefer not to join?

You can make contributions for an existing TWUSUPER member without joining TWUSUPER as a Participating Employer. However, as a Non-participating Employer you and your employee will not receive many of the services outlined in this *Employer Information Booklet*.

If you choose not to join as a Participating Employer, any employee who does not already have a TWUSUPER account can join our personal super division (TransPersonal).

Please be aware that TransPersonal members are not eligible to receive basic insurance cover.

Cooling off period

You can cancel your application to join TWUSUPER as a Participating Employer within 14 days of the earlier of:

- the day the first employee receives confirmation of membership
- the end of the fifth day after the first employee becomes a member.

The cooling off period ceases immediately when a member exercises a right under TWUSUPER, such as changing their investment options.

A request to exercise your right to cancel your application within the cooling off period must be made in writing and addressed to:

The Trustee
TWUSUPER
Locked Bag 5094
Parramatta NSW 2124

If your application is cancelled, the amount you have contributed to TWUSUPER on behalf of your employees will be adjusted to reflect investment earnings (either positive or negative) and any government taxes and charges paid by the Fund during the period the amount was held by the Fund.

Reasonable administration and transaction costs will also be deducted.

Within one month of exercising your cooling-off rights, you must nominate another fund to receive your employees' benefits. In accordance with superannuation law, benefits can only be transferred to another eligible superannuation fund, approved deposit fund (ADF) or retirement savings account (RSA).

Superannuation benefits cannot be paid directly to a member unless the member has met a condition of release (see page 28).

If a new employee is already a TWUSUPER member

New employees who are already TWUSUPER members will have a member number, so you can start to contribute for them immediately by recording their details and member number on your next contribution return.

Ask these employees to check their personal details with TWUSUPER to ensure that their member record is accurate and up to date. Personal details can be updated over the phone, online using *MemberAccess* or by completing a *Change member details* form available at www.twusuper.com.au.

How your employees can join TWUSUPER

Your employees can join TWUSUPER in two ways:

1 By application

Any employee who wants to join TWUSUPER (either under Choice of Fund or as your default fund, see page 30) should be provided with either a *Membership application* form or the full TWUSUPER *Member Information Booklet* (which contains a *Membership application* form). Your local Business Development Consultant will provide you with these forms and booklets free of charge. They are also available to download and print at www.twusuper.com.au.

On receipt of a completed *Membership application* form we will send the member a welcome letter which sets out the details of their membership. If the member did not receive a *Member Information Booklet* prior to joining the Fund we will mail them a copy.

2 By contribution

If you are unable to provide *Membership application* forms to your employees before their first contribution is due, or if waiting for paperwork isn't practical, simply provide the following compulsory member details with your contribution paperwork to establish your employees' accounts:

- given name/s and surname
- personal address
- date of birth
- Tax File Number
- date the member joined your organisation
- date the member joined TWUSUPER (the first day of the period for which you are making a contribution).

Please note that we can't accept contributions on behalf of an employee unless you provide us with at least the member's full name, date of birth and their personal mailing address (not your business address).

You also have an obligation under law to give an employee's Tax File Number to us when the employee has provided it to you using the ATO's *Tax File Number Notification* form. See page 26 for more information.

When we receive contribution paperwork that includes new member information, we will establish a new account for the member and generate a letter welcoming them to TWUSUPER, including a *Member Information Booklet* and a *Membership application* form.

It is important that a *Membership application* form is completed by each member and returned to us as soon as possible. Without providing us with all of the details requested in the form, the member may not be able to enjoy all the features and benefits of membership in TWUSUPER.



3

Staying in touch

Our Participating Employers receive regular updates about the performance of TWUSUPER and statements showing the contributions you have made on behalf of your employees.

On an ongoing basis, you will receive:

- contribution lodgement paperwork or electronic notification when your contributions are due, depending on the contribution option you have chosen
- regular account summaries (your choice of paper or electronic)
- an annual Contribution Summary, usually distributed in August each year
- regular employer newsletters containing information that will keep you informed about TWUSUPER's features and changes to super.

Information on request

We produce a range of marketing material for use by employers and members of the Fund, including brochures, forms, flyers and booklets.

This material is available to you free of cost. Call your local Business Development Consultant to request copies or replenish your stock.

We also provide copies of the following Fund documents to you or your employees on request:

- Trust Deed
- investment policy statement
- latest audited accounts
- privacy policy statement
- risk management plan
- enquiries and complaints procedures.

To request a copy of any of these documents, please call us on 1800 241 877.

How we stay in touch with your employees

We are committed to providing members with regular, straightforward information about super.

On an ongoing basis, members will receive:

- an annual Benefit Statement showing account transactions between 1 July and 30 June (sent in September)
- an annual Contribution Statement showing contributions, rollovers and fees for the six month period between 1 July and 31 December (sent in March)
- access to TWUSUPER's Annual Report detailing the performance and major changes to the Fund over the last 12 months (available at www.twusuper.com.au or on request)
- a copy of *GearingUp*, our member magazine, twice a year.

Members can also sign up to receive our regular email newsletter *The Good Oil* issued four times a year, for regular updates and super news.

We will also correspond with members when required by superannuation law.

Personal service

For you

Our team of Business Development Consultants understand the superannuation needs of the transport industry and their role is to support you.

They can help you with:

- Fund specific or general superannuation queries
- setting up online super processing
- arranging seminars and information sessions at your worksite
- resolving administrative or member concerns.

Where possible, they can visit you in person.

You'll find the contact details for your local Business Development Consultant below and on the back page of this booklet.

For your employees

If a member needs help with their superannuation, we recommend they contact a member of our Client Relations Team. Their details are below and on the back cover of this booklet.

The Client Relations Team offer members one-on-one help with super for free, over the phone or in person (where practical).

The team can help members roll their super together, fill out forms, certify identification documents and explain how TWUSUPER works.

For personal financial advice about super, your employees can talk to a financial adviser. See page 5 for more information.

Members can also contact our Melbourne based Customer Service Team on **1800 222 071**, 8am to 8pm (AEST) weekdays, except national public holidays.

Our website (www.twusuper.com.au) is also a valuable source of information about member benefits and superannuation in general. Members can download forms or documents or log into *MemberAccess* to view or change their account details online.

Did you know?

The bulk of member account queries can be answered by members themselves using our secure member website, *MemberAccess*.

MemberAccess provides each TWUSUPER member with a snapshot of their account, including a transaction history, personal details, investment information and an account balance.

Members can change their personal information and investment options instantly online and generate an online quote that shows the current net value of their super (after tax and investment earnings).

MemberAccess is free and your employees can register easily online by visiting www.twusuper.com.au or by calling us on **1800 222 071**.

Need help?

If you need help	If your employees need help
For personal service and troubleshooting	
<p>Contact your local Business Development Consultant:</p> <p>NSW, ACT Michael Darmanin - Phone: (02) 8893 1238 Mobile: 0447 668 005</p> <p>VIC, SA, TAS, NT Rommie Redlich - Phone: (03) 9646 8590 Mobile: 0418 547 742</p> <p>QLD, WA Graham Parsons - Phone: (07) 3324 1647 Mobile: 0402 039 179</p>	<p>Members should contact a Client Relations Officer in their state:</p> <p>NSW, ACT Michael Galey - Phone: (02) 9912 0730 Mobile: 0408 303 611 Rodney Nyols - Phone: (02) 9912 0710 Mobile: 0417 213 063</p> <p>VIC, SA, TAS, NT Stephen Shelton - Phone: (03) 9635 5962 Mobile: 0417 203 820 Lou Stepanoski - Phone: (03) 9635 5963 Mobile: 0408 294 937</p> <p>QLD, WA Yvonne Jones - Phone: (07) 3324 0487 Mobile: 0418 218 655</p>
For help with general queries	
Call 1800 241 877 8am to 8pm (AEST) weekdays, except national public holidays.	Call 1800 222 071 8am to 8pm (AEST) weekdays, except national public holidays.
For account updates or transaction records	
<p>Log into your account by visiting www.twusuper.com.au and clicking on the <i>EmployerAccess</i> link.</p> <p>You can register for <i>EmployerAccess</i> easily or by calling 1800 241 877.</p>	<p>Members can log into their TWUSUPER account by visiting www.twusuper.com.au and clicking on the <i>MemberAccess</i> link.</p> <p>Members can register for <i>MemberAccess</i> easily online or by calling 1800 222 071.</p>



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Making contributions

Our goal is to offer you flexibility, choice and convenience when it comes to managing contributions.

Our mix and match contribution lodgment and payment options make it easy for you to choose a combination that suits your business.

Please see the **following page** for these options.

Not sure which options to choose?

Call your local Business Development Consultant (their details are on the back cover). After a short consultation they can advise which lodgment and payment options are likely to suit you and arrange a demonstration if required.

Did you know?

If your employees are like most Australians, they probably have more than one super account.

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

To help your employees get their super together and keep it together, we have developed an online rollover tool at www.twusuper.com.au that automatically generates the paperwork members need to consolidate their accounts into TWUSUPER.

Our Client Relations Officers (see the **back page**) can also work with your employees one-on-one to track down lost super and complete forms.

Contact your local Business Development Consultant for more information, forms or brochures.

Express contributions

Our popular express options help you lodge and pay contributions quickly and easily by taking advantage of our free electronic business tools.

If you have less than 20 employees	If you have between 20 and 100 employees	If you have more than 100 employees
EmployerAccess plus BPAY®	Excel file upload plus direct debit	Payroll file upload plus direct debit
<ul style="list-style-type: none"> > type your contribution details directly into <i>EmployerAccess</i> > make your payment using BPAY®. 	<ul style="list-style-type: none"> > create an Excel spreadsheet from our template and upload it to <i>EmployerAccess</i> > set up a direct debit authorisation > make your payment by direct debit at the click of a button 	<ul style="list-style-type: none"> > generate a payroll file with contribution details and upload it to <i>EmployerAccess</i> > set up a direct debit authorisation > make your payment by direct debit with the click of a button
Benefits	Benefits	Benefits
<ul style="list-style-type: none"> > quick and easy > secure > one-time payment setup > allows you to add or remove employees easily > fast processing 	<ul style="list-style-type: none"> > reduces data entry > secure > one-time payment setup > allows you to add or remove employees easily > fast processing 	<ul style="list-style-type: none"> > minimises data entry > secure > one-time payment setup > allows you to add or remove employees easily > fast processing > limits potential for human error

Contribution lodgment and payment options

Lodgment options	Description	Cost	Could suit you if	Payment options	Benefits
EmployerAccess	<i>EmployerAccess</i> is our fully encrypted secure website for employers. It allows you to check, update and submit your contributions online by direct data entry.	No fee	<ul style="list-style-type: none"> > you have less than 20 employees > you don't mind some data entry OR <ul style="list-style-type: none"> > you have a file to upload (see below) 	<ul style="list-style-type: none"> > Direct debit > BPAY® > EFT 	<ul style="list-style-type: none"> > firewall protected > efficient > convenient
Payroll file upload	You create a contribution file using a compatible payroll system and submit it to us by email or upload it to <i>EmployerAccess</i> .	No fee	<ul style="list-style-type: none"> > you have more than 100 employees 	<ul style="list-style-type: none"> > BPAY® > EFT > Direct debit (only if you lodge via <i>EmployerAccess</i>) 	<ul style="list-style-type: none"> > minimises data entry and potential for human error > easily managed by payroll staff
Excel spreadsheet upload	You create a contribution spreadsheet based on an Excel template we provide to you. Submit it to us by email or upload it to <i>EmployerAccess</i> .	No fee	<ul style="list-style-type: none"> > you have between 20 and 100 employees 	<ul style="list-style-type: none"> > BPAY® > EFT > Direct debit (only if you lodge via <i>EmployerAccess</i>) 	<ul style="list-style-type: none"> > reduces data entry > easily managed by anyone familiar with Excel
Payroll company	If you outsource your payroll to a payroll company or bureau, they may be able to make super contributions on your behalf.	No fee (other than the fee for service you negotiate with your payroll company)	<ul style="list-style-type: none"> > you use a payroll company to calculate and distribute employee salaries and other benefits 	<ul style="list-style-type: none"> > determined by the payroll company 	<ul style="list-style-type: none"> > convenient > efficient > saves time
SUPERClear	SUPERClear is a third party superannuation clearing house. SUPERClear allows you to make contributions to funds other than TWUSUPER in one simple payment.	Fee for service or free of charge - see page 12	<ul style="list-style-type: none"> > you make payments to multiple super funds in addition to TWUSUPER 	<ul style="list-style-type: none"> > Direct debit (authorisation required) > EFT 	<ul style="list-style-type: none"> > convenient > efficient > saves time
Paper	We mail you a paper Contribution Return every month or quarter. You complete and return the paperwork to us by post or email.	No fee	<ul style="list-style-type: none"> > you do not have ready access to email or the internet > you have less than 10 employees 	<ul style="list-style-type: none"> > BPAY® > EFT > Cheque 	<ul style="list-style-type: none"> > provides an alternative for businesses without internet access

About SUPERClear

We know that administering contributions to multiple super funds under Choice of Fund can be an issue for many employers. To help streamline contributions to funds other than TWUSUPER, we provide Participating Employers with access to SUPERClear, a third party clearing house. SUPERClear allows you to submit contribution payments and contribution payment instructions for multiple members and multiple super funds online with a single direct debit payment based on your instructions. SUPERClear then distributes your money to the various funds on your behalf.

How it works

Access to SUPERClear is provided through *EmployerAccess*, our secure employer area at www.twusuper.com.au. Once you have registered for SUPERClear, you can create a template for your regular contributions by selecting the funds you pay to (by SPIN or ABN) and then either assigning your employees to their fund of choice or uploading a compatible file from your payroll system.

Adding, amending or deleting an employee record is quick and easy.

When it is time to make your contributions, log in and select your template. Then check your employee records and make any changes or adjustments. Once you have checked and confirmed your payment instructions and payment amount a direct debit is drawn from your account.

SUPERClear handles the rest; extracting information about individual contributions from the data transmitted and paying those contributions to each fund, either by depositing them into the fund's account or by issuing a cheque.

Are you eligible?

All Participating Employers can request access to SUPERClear.

Cost

Generally, if TWUSUPER is your default fund and 50% or more of your employees are members of TWUSUPER, access to SUPERClear is provided to you for free. If TWUSUPER is your default fund and fewer than 50% of your employees are members of TWUSUPER, access to SUPERClear will be provided on a fee-for-service basis.

To find out if your business is eligible for fee-free access to SUPERClear, please contact your local Business Development Consultant. See the back page for contact details.

To find out more

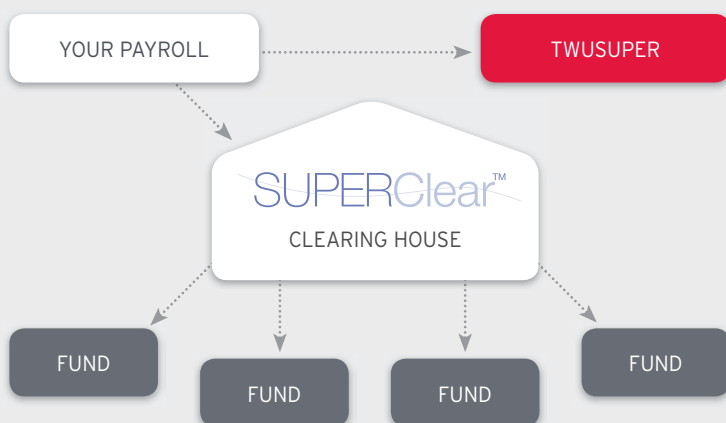
For more information about SUPERClear please contact your local Business Development Consultant (see the back page for their contact details) or download a copy of the SUPERClear Product Disclosure Statement from www.twusuper.com.au.

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

Medicare clearing house

The Small Business Superannuation Clearing House is a free service that allows small businesses with fewer than 20 employees to discharge their Superannuation Guarantee obligations with one simple electronic payment transaction. Employers can pay their employee's superannuation contributions electronically to the clearing house, which will send the contributions to the appropriate superannuation fund. Employers can also access a record of their contribution history through the clearing house at any time. This free service is run by Medicare Australia and, if you are eligible, you will need to visit www.medicareaustralia.gov.au/super to register.

How SUPERClear works



Making contributions

Getting started

Most employers choose to submit their first contributions to TWUSUPER by cheque, together with an *Initial contribution return* form that sets out contribution and member details.

If you would like to make your first contribution payment using other means, please call our Employer Service Team on **1800 241 877**.

You can tell us how you will be lodging and paying future contributions on the *Employer application* form. We will then provide you with the information and tools you need to make future contributions.

How much you need to pay

Federal Government legislation requires employers to pay a minimum level of superannuation for each employee. This is called the Superannuation Guarantee (SG).

Under SG, the minimum level of superannuation is set at 9% of your employees' Ordinary Time Earnings (OTE).

Exceptions include your employees who:

- earn less than \$450 in any calendar month
- are aged 70 years or over
- are under 18 years of age and who work less than 30 hours a week
- are senior foreign executives who hold certain visas or entry permits under the migration requirements
- are non-resident employees paid for work performed outside Australia (with certain limited exceptions).

You are not required to pay more than the maximum SG contribution base for each employee. For 2010/11 this is \$42,220 earned per quarter (or \$168,880 per annum). You can pay contributions on amounts over this limit if you choose to.

If your employees are covered by an award or an Employment Agreement that specifies an amount higher than the SG amount, then you must pay the higher amount.

About Ordinary Time Earnings (OTE)

OTE for SG purposes is defined in legislation – it may be different from a member's salary.

The interpretation of OTE and how it applies to the transport and logistics industry can be complex.

At this time we cannot advise you about which components of employee remuneration are included or excluded from OTE. The ATO has set out its views on OTE and 'salary or wages' for SG purposes in *Superannuation Guarantee Ruling SGR 2009/2*.

You should contact the ATO (www.ato.gov.au or 13 10 20) or your employer association for more information.

SG due dates

SG quarter	Due date for payment of SG
1 July - 30 September	28 October
1 October - 31 December	28 January
1 January - 31 March	28 April
1 April - 30 June	28 July

Please ensure that you allow enough time for your SG payments to reach us by the due date. Generally, direct debit and other electronic payments are processed faster than payments by cheque.

It is important to contact us when staff changes or terminations mean that contributions are no longer payable for TWUSUPER members.

What happens if you don't pay SG on time, or at all?

Federal Government legislation imposes penalties on employers who don't make SG contributions on behalf of their employees at least quarterly.

The SG charge is one of these penalties. If you fail to meet an SG deadline, you may have to pay the SG charge. The SG charge cannot be claimed as a tax deduction.

The SG charge is made up of:

- the total of your shortfall amount (the contributions not paid or paid late). This amount is based on your employees' salary and wages, and not OTE or any other notional earnings base. This is usually more than the amount you would normally pay, because it includes overtime, termination and redundancy payments and certain other items not included in OTE
- a nominal interest component of 10% per annum. Interest will be calculated on your shortfall amount from the first day of the relevant quarter to the date when the SG charge is payable (i.e. the 28th day of the second month following the end of the quarter) or the date of lodgement of the SG statement, whichever is later
- an administration fee of \$20 for each employee for whom there is a shortfall.

We also encourage you to monitor SG contribution payment deadlines as your employees' insurance cover could be affected or lapse if a member has insufficient funds to cover insurance premiums. It is possible you may then be liable if a member dies or becomes disabled.

Claiming a tax deduction for SG contributions

Contributions you have made prior to 30 June in any year can be claimed as a tax deduction for that financial year.

Superannuation contributions paid after 30 June but before 28 July can be claimed as a tax deduction in the next financial year.

For more information about tax deductions, please see page 27.

Important dates

28th day of each month

Voluntary member or employer contributions for the previous month should be paid to TWUSUPER by this date.

28th day of each month following the end of a quarter

The previous quarter's SG and award contributions must be paid and receipted by TWUSUPER by this date if you do not want to be liable for the SG charge or other penalties.

30 June each year

The year's contributions must be paid and receipted by TWUSUPER by this date if you want to claim them as a tax deduction for that financial year.

SG contributions while members are not at work

Contribution payments must be made to TWUSUPER when a member is receiving pay from you, except where you are exempt from paying SG to the member (see 'How much you need to pay' on page 12).

SG contributions must be paid for eligible employees when they are on paid leave, including long service leave, sick leave and jury service.

If a member is absent without pay (for example, on parental leave or other approved leave without pay), generally no contributions are due. You should provide us with written confirmation of this leave so we know not to expect SG contributions for the member.

For members who are receiving workers' compensation, SG payments are usually only required for the number of hours actually worked, unless there is a specific requirement under an award or agreement.

Special contribution rules for employees over 65

The table below shows the contributions we are able to accept on an employee's behalf once they reach age 65.

From time to time members who are aged 65 or older will be asked to complete an *Employment declaration* form, which is the basis of demonstrating that they have met the 'work test' by working for at least 40 hours during a consecutive 30 day period each financial year.

We contact affected members each year and request the completion of the *Employment declaration* form, which they are required to return to the Fund.

If a member does not return a completed *Employment declaration* form within 30 days of our receipt of their contribution or does not meet the requirements listed in the table below, we will not be able to accept contributions made by them or on their behalf. Any monies that we cannot accept will be refunded.

See the *Member Information Booklet* for more information.

Contribution rules

Age group	Types of contributions that TWUSUPER can accept			
	SG?	Mandated contributions under an award or certified industrial agreement?	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

Troubleshooting contributions

A number of common issues can cause delays in processing and allocating your contributions. To make sure that your money lands in your employees' accounts faster, refer to this checklist each time you submit your monthly contributions.

▶ Avoid negative adjustments

Sending through a negative contribution for just one member can hold up contribution processing for all of your employees and trigger an arrears collection letter. To avoid delays, avoid making negative adjustments.

If you need to adjust the contributions received by any member, or correct an error, please send us a letter, email or fax identifying the member and explaining why and how their contributions are to be adjusted. Whether or not the adjustment is made is at the Trustee's discretion.

▶ Special contribution rules apply to employees over 65

Under superannuation law, there are restrictions on the types of contributions we can accept from members aged between 65 and 74. Generally, we can only accept most types of these contributions from members who have satisfied 'work test' requirements. See [page 13](#) for more information.

▶ WorkCover payments

Where a refund or adjustment is requested because of the commencement of WorkCover payments, please provide us with a letter on company letterhead identifying the member and explaining why and how their contributions are to be adjusted and whether or not they were entitled to superannuation whilst on WorkCover payments.

▶ Provide us with your employees' Tax File Numbers

Make sure you have supplied us with a Tax File Number (TFN) for all new and current members. You are required to do this under law if the member provided you with their TFN on or after 1 July 2007. If we don't have a member's TFN on record, they could face significant disadvantages like paying an additional 31.5% tax on employer contributions. In addition, we will not be able to accept their personal contributions, which means eligible members won't receive the Government co-contribution. You could also face penalties imposed by the ATO.

▶ Change of name

We cannot process contributions for a member who has changed their name until we receive the required certified identification documents from the member, together with a *Change member details* form. This reduces the risk of establishing more than one account in the member's name.

▶ Date of birth

We need members' dates of birth to ensure that each member has the correct level of insurance cover (if applicable) and for identification purposes. Please provide us with a date of birth for every new member when you add those new members to your contribution paperwork.

▶ Address changes

Up-to-date member details help us to provide your employees with the full benefits of membership in TWUSUPER. If we lose touch with a member, we can't provide them with updates about their super or their statements. Remember to let us know about any changes to your employees' address details whenever you update your payroll system.

▶ Termination dates

Please provide a termination date for every member who has ceased employment when you submit the contribution paperwork the month in which their SG contributions will cease. Unless we are advised that a member is no longer working for you, we will follow up on their SG contributions. This can delay payment of benefits to members who may otherwise be eligible to withdraw their super.

Voluntary contributions

Voluntary contributions made by you

By making voluntary contributions on behalf of your employees, you may be able to help bridge the gap between what they have now and what they might need in retirement.

A growing number of businesses are choosing to pay more than the Superannuation Guarantee amount of 9% of OTE (see [page 12](#)) as an additional employment benefit for employees. Additionally, some employers are required to pay more than 9% under an award or agreement.

If you choose to make one-off or ongoing voluntary contributions on behalf of your employees, simply record the additional amounts on your contribution paperwork as 'employer additional' contributions.

Please note that voluntary employer contributions are counted toward the concessional contributions caps (see [page 26](#)).

Voluntary contributions made by your employees

Members can choose to top up their super with before tax or after tax money, as either one-off amounts or smaller, ongoing payments. Voluntary contributions are treated as 'preserved' contributions, which means they can't be withdrawn until the member meets a condition of release (see [page 28](#)).

We have summarised your employees' voluntary contribution options on the next page. For more information, please see the 'Contributions' section of the *Member Information Booklet*.

Did you know?

The power of compound interest means that putting in a small but regular amount of money into super at the beginning of your employees' working life is much more effective than trying to catch up when retirement is just around the corner.

For more information, free educational brochures, forms or to arrange a site visit, please call your local Business Development Consultant (their details are on the [back page](#)).

Member contribution summary

Type	Description	Before or after tax?	Benefits	Help your employees get started
Salary sacrifice	You agree to reduce your employee's take home pay by a specified amount and contribute that amount into their super. <i>You are not generally required by law to offer salary sacrifice.</i>	Before tax	<ul style="list-style-type: none"> > the member pays only 15% tax on their contributions (assuming that contributions do not exceed the concessional contributions cap) > reduces the member's taxable income and the amount of income tax they pay > reduction in take-home pay is generally less than the amount contributed to super > member 'sets and forgets' their ongoing contributions 	<ul style="list-style-type: none"> > your employee will provide you with written confirmation if they choose to salary sacrifice into super > submit contributions monthly as 'employer additional' contributions
Payroll deduction	Your employee directs you to pay a dollar amount or a percentage of their take-home salary into their TWUSUPER account. <i>You are not required by law to offer payroll deductions.</i>	After tax	<ul style="list-style-type: none"> > the member pays 0% tax on their contributions (having already paid income tax), assuming that contributions do not exceed the non-concessional contributions cap > member 'sets and forgets' their ongoing contributions 	<ul style="list-style-type: none"> > your employee will provide you with written confirmation if they choose to establish a payroll deduction > submit contributions monthly as 'member' contributions
One-off contributions	The member chooses to make a one-off contribution with their own money using BPAY®, EFT or cheque.	After tax	<ul style="list-style-type: none"> > the member pays 0% tax on their contributions (having already paid income tax), assuming that contributions do not exceed the non-concessional contribution cap 	<ul style="list-style-type: none"> > the member can download a <i>Voluntary contribution payment advice</i> form at www.twusuper.com.au or request a copy by calling 1800 222 071 > members can find their BPAY® and account details using <i>MemberAccess</i>
Ongoing contributions	The member sets up ongoing contributions with their own money using BPAY® or EFT.	After tax	<ul style="list-style-type: none"> > the member pays 0% tax on their contributions (having already paid income tax), assuming that contributions do not exceed the non-concessional contribution cap. > member 'sets and forgets' their ongoing contributions 	<ul style="list-style-type: none"> > the member can download a <i>Voluntary contributions</i> form at www.twusuper.com.au or request a copy by calling 1800 222 071 > members can find their BPAY® and account details using <i>MemberAccess</i>
BONUS Government co-contribution	The co-contribution is a payment of up to \$1,000 made by the Government to reward people who have made after tax contributions to their super and earn less than \$61,920 (2010/11 rates).	Only where the member has made after tax contributions	<ul style="list-style-type: none"> > a free super top up for lower income earners 	<ul style="list-style-type: none"> > the co-contribution is paid automatically to eligible members > it is credited to their account after the end of the financial year for which it is claimed

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Member contributions that require your assistance

Payroll deduction

If you choose to offer a payroll deduction facility to your employees, you can deduct an amount or percentage of an employee's take home salary (as selected by the employee) every payroll cycle.

These contributions should be recorded as 'member' contributions on your contribution paperwork.

Please note that there is a legislative obligation for you to pay all voluntary contributions deducted from an employee's salary to TWUSUPER by the 28th day after the month in which the deduction was made.

Salary sacrifice

Salary sacrifice can be a smart way for your employees to boost their super while reducing income tax.

Salary sacrifice is where you and your employee arrange to have additional contributions to super taken out of their salary before tax, rather than making personal contributions from their after tax salary. This can reduce the employee's taxable income, which can reduce the amount of income tax they pay. You are not generally required by law to offer salary sacrifice to your employees.

Before you and your employee enter into a salary sacrifice agreement, it is important that your employee understands the potential impact on their other entitlements, such as the amount

of SG you pay to them and other benefits, including social security benefits. Employees are also not always better off using salary sacrifice as a way to reduce tax or boost their super. You should encourage your employees to seek financial advice before entering into a salary sacrifice arrangement.

You and your employee should formalise any salary sacrifice arrangement in writing. A *superannuation salary sacrifice agreement* form is available on the website.

Salary sacrifice contributions are treated as employer contributions, and are therefore tax deductible to your business, provided the ATO's conditions are met (see page 27).

See the *Member Information Booklet* for more information about salary sacrifice.



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Investment options

A member must have an account balance of at least \$1,000 to make an investment choice. If a member does not make an investment choice, their super will be automatically invested in our Balanced investment option.

Did you know?

As with any investment, the value of a member's TWUSUPER account may rise and fall from time to time. Investment performance is not guaranteed and past performance is not an indicator of future returns.

Investment overview

We keep investment choice simple by offering three straightforward investment options that correspond with common defensive, balanced and growth investment strategies.

Members who would like a more sophisticated investment strategy can choose a mix of investment options to suit their needs.

There is no fee for choosing or switching investment options and switches can be made as often as weekly (though we would expect most members to adopt a long term investment strategy). Members can switch online using *MemberAccess* at www.twusuper.com.au or by completing and returning a *Choosing your investment options* form, available to download at www.twusuper.com.au or by calling 1800 222 071.

See the *Member Information Booklet* for more information about our investment options and investment basics.

Why make an investment choice?

Making an investment choice is one of the best ways for your employees to make the most of their super.

If a member is new to the workforce, then they may want to consider focusing on investments that have a high proportion of growth assets.

With time on their side, they might feel that they 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 a member is approaching retirement and it is important for them to avoid short term falls in the value of their super, a more conservative, defensive approach may be better.

The timing of an investment choice is also important. For example, the sooner your younger employees make a long term investment decision, the better off they're likely to be. This is because of the power of compound interest, which is one of the most powerful ways to build wealth without too much hard work.

Our 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.

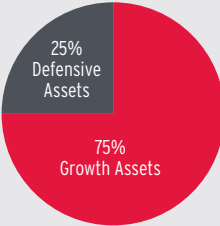
Risk objective

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, 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.

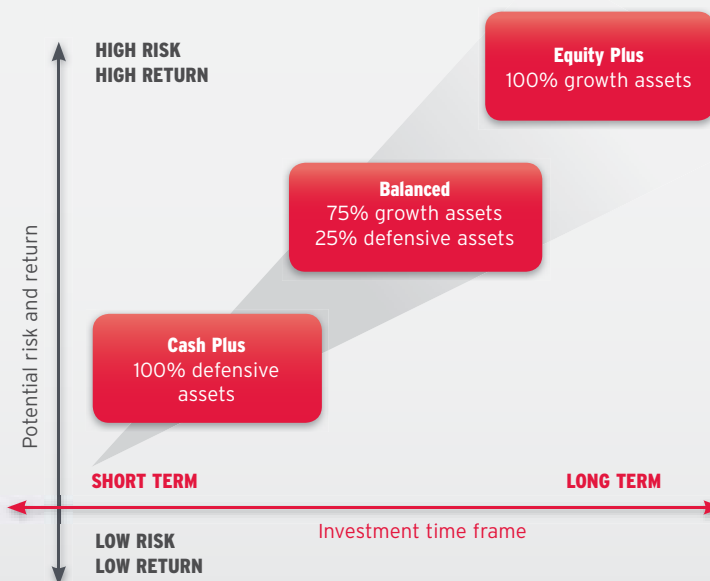
Investment risk

Before making any investment decisions, members should carefully consider the risks that apply to each of our investment options.

Investment risk rises in line with expected returns.

There is also the risk that, if a member leaves TWUSUPER, they may get back less than the amount of contributions paid in by both them and you, as their 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 their insurance (if any).

We recommend that all members talk to a financial adviser before making decisions about how to invest their super.



Investment performance

This table shows the performance of our three investment options for the last 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 and may be negative in some years.

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%

Calculating investment returns

We use investment earnings from the Fund's underlying assets (adjusted for estimated tax, investment management fees and other costs) to determine crediting rates for each of our investment options. These rates can be positive or negative depending on investment performance.

Crediting rates are applied to a member's account at the end of each financial year, and during the year if the member:

- switches investment options
- makes a withdrawal from their super account or transfers to another super fund
- transfers all or part of their super to another division of the Fund.

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 at www.twusuper.com.au or by contacting us on 1800 241 877.

See the 'Other things you should know about investments' section of the *Member Information Booklet* for more information about how crediting rates are calculated and how and when investment earnings are credited to a member's account when they switch, withdraw or transfer their super.

Our investment philosophy

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

Investment strategy

Each investment option has an investment strategy to achieve the 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 17](#). Please note that the mixes of investments making up the benchmarks may change from time to time.

Sector specialist approach

We appoint specialist managers to invest assets in each sector (or asset class). Often, more than one manager is appointed in an asset class, to reduce risk through diversification.

Choosing and monitoring investment managers

We receive 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 investment option remains as 75% in growth assets and 25% in defensive assets (see [page 17](#)).

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 shown in TWUSUPER's 2010 Annual Report which is available at www.twusuper.com.au.

Changes to our investment options

We 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 and derivatives

See the 'Investing your super' section of the *Member Information Booklet* for more information about our reserves and derivatives policies.

Socially Responsible Investment (SRI)

We take environmental, social and ethical considerations (SRI Considerations) into account when deciding whether to buy, hold or sell investments. The Fund is a signatory to the United Nations' Principles for Responsible Investment (UNPRI).

See the 'Investing your super' section of the *Member Information Booklet* for more information about our approach to socially responsible investments and the UNPRI.

Did you know?

While our default Balanced investment option is designed to deliver growth over time, it may not suit everyone's investment timeframe, goals or appetite for risk.

Every TWUSUPER member is entitled to one free single issue phone call to a Money Solutions financial adviser. This call can be used by your employees to discuss their investment strategy or any other query about their super.

For more information, see [page 5](#) or to get started, your employees can call us on 1800 222 071.



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Flexible insurance

Membership of TWUSUPER provides your employees with quality, cost-effective insurance cover, flexible enough to suit their personal circumstances.

We offer three types of insurance to members - death (including terminal illness) cover, Total and Permanent Disablement (TPD) cover and income protection cover. Eligible members can transfer their existing death, TPD or income protection cover across to TWUSUPER without requiring underwriting or health evidence.

Insurance premiums are calculated weekly and deducted monthly from a member's account. Members must have enough money in their account at the end of each month to cover the next month's insurance premiums, otherwise their cover will lapse.

Insurance can be complex, so we recommend reading the 'Insurance' section of the *Member Information Booklet* to understand the features, benefits and conditions of insurance cover with TWUSUPER.

Our insurance provider

The Trustee has taken out insurance contracts with The Colonial Mutual Life Assurance Society Limited (ABN 12 004 021 809, AFSL No. 235035) ('Commlnsure') to provide insurance for the Fund. 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. The insurer may increase the cost of any insurance cover offered by TWUSUPER. We will provide at least 30 days prior written notice where this occurs.

While every care has been taken in the preparation of this PDS, the Policy Documents held with Commlnsure will prevail in all disputes.

Did you know?

Insurance is an important part of superannuation, which is all about securing your employees' financial future.

Recent studies have shown that most Australians are dangerously underinsured when it comes to death, illness, injury and income cover.

In addition to basic cover, we offer your employees the opportunity to boost their death and TPD cover and protect their income. Our rates and levels of cover are competitive and may cost less than similar cover purchased outside of superannuation.

Importantly, members won't have to find the money to pay out-of-pocket premiums or remember to pay insurance bills.

Our cover explained

Basic cover

Eligible employer sponsored members automatically receive basic cover – two units of death (including terminal illness) cover and two units of TPD cover when they join TWUSUPER, without having to provide health evidence (see page 22 for information about eligibility). A member's level of cover decreases as they age, while premiums remain fixed.

Extra unit of basic cover

New members can apply for an extra unit of basic cover when they join, bringing their basic cover to three units of death (including terminal illness) cover and three units of TPD cover. An additional premium is payable for the extra unit. No health evidence is required and the extra unit must be applied for by the member within 120 days from the date of issue of the letter confirming their membership in TWUSUPER.

Fixed basic cover

Members can elect to fix their basic cover. This means the dollar amount of their cover is fixed and as they get older their premiums increase according to their age. Members do not need to provide any health evidence to fix their cover. Members can switch back to basic cover at any time.

Death and terminal illness cover

This cover pays the member or their beneficiaries a lump sum on death or terminal illness, provided that the claimant meets the terms of the Fund's insurance policy. A member's insured amount depends on the number of units of basic cover they hold, their age and their insurance group and any fixed or additional voluntary cover they hold.

Total and Permanent Disablement (TPD) cover

This cover pays the member a lump sum on the member becoming TPD, provided that the claim meets the terms of the Fund's insurance policy. A member's insured amount depends on the number of units of basic cover they hold, their age and their insurance group and any fixed or additional voluntary cover they hold. The member may elect to receive their TPD benefit as an income stream.

Income protection cover

An income protection benefit is designed to provide a member with regular replacement income if they can't work due to illness or injury for a period of up to two years. The claim must meet the terms of the Fund's insurance policy. The maximum monthly benefit the member can claim is the lower of:

- 84% of their pre-disability income, or
- the member's agreed value of income protection cover, or
- \$30,000 per month,

where up to 75% of pre-disability income is payable direct to the member plus up to 9% payable to their TWUSUPER account.

Premiums are based on a member's level of cover, age, insurance group and chosen waiting period. Members must be:

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

Members must also hold basic cover with TWUSUPER. Health evidence is required.

Transferred cover

Members can apply to transfer their existing level of death, TPD or income protection cover with another super fund or life insurer to TWUSUPER.

Voluntary cover

A member can apply to top up their basic cover with voluntary death or death and TPD cover. Voluntary cover premiums are calculated using increments of \$1,000. Members must also hold basic cover with TWUSUPER. A limit of \$10 million applies to death cover and \$2.5 million to TPD cover. These limits include any basic (or fixed basic) cover and voluntary cover the member may also hold. The total of a member's TPD cover cannot be more than the total of the member's death cover. The member will need to provide health evidence.

For more information see the 'Insurance' section of our Member Information Booklet.

Conditions apply to our insurance cover

Like most forms of insurance, there are certain conditions and exclusions that apply to the granting, or payout, of insurance cover with TWUSUPER. An insurance benefit is only payable if the terms of the insurance contract are satisfied. Any insurance benefit received by the Trustee from CommInsure is paid in accordance with the Fund's trust deed. See the *Member Information Booklet* for more information about the conditions that apply to our insurance cover.

Who is eligible for basic cover and when does it start?

Most new members are automatically entitled to basic cover when they join TWUSUPER. Basic cover commences on the later of:

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

This is provided that:

- the employee is accepted as a member of TWUSUPER upon commencing employment with a Participating Employer
- the member's first mandatory employer contribution received by TWUSUPER is sufficient to meet all insurance and other charges up to the date the contribution is made
- the member satisfies any other requirements that are from time to time stipulated by the insurer.

If a member is not in active employment on the date that they commence employment with a Participating Employer, they will only be eligible for limited cover. See the 'Limited cover' section of the *Member Information Booklet* for more information.

When does voluntary, fixed and transferred insurance cover start?

Insurance cover commences on the day the member's application is accepted by the Fund's insurer. This applies to fixed and transferred cover, as well as voluntary (including income protection) cover that requires health evidence to be provided (voluntary death and TPD cover, and all income protection cover).

When does insurance cover end?

Insurance cover ends on the earliest of any one of the following events occurring:

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

* Where the member's death cover is greater than the member's TPD cover, the balance of the member's death cover does not always cease upon a TPD benefit becoming payable to the member - see the 'TPD claims' section of the *Member Information Booklet* for more information.

About insurance groups

The premiums and/or dollar amount of each unit of death, TPD and income protection cover depend on a member's age and their insurance group. Insurance groups are based on a member's employment type.

Group 1 Manual

Group 1 includes truck drivers, courier drivers, loaders and members whose work involves manual duties. If a member does not fit into Group 2 or Group 3 they will be classified as a Group 1 member.

Group 2 Non-manual

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

Group 3 Professional

A member is classified as a Group 3 member if they meet all of the following criteria:

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

If a member doesn't tell us which group they are in when they join TWUSUPER, they will automatically be assigned to Group 1. Members can apply to change their insurance group at any time by completing our *Application to change insurance group* form. Members can download the form at www.twusuper.com.au or request a copy by calling us on 1800 222 071.

A few terms defined

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.

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

See the 'Some insurance terms explained' section of the *Member Information Booklet* for an expanded list of terms relevant to the insurance cover offered by TWUSUPER.

Our insurance options at a glance

Type of cover	Does the member need to apply for this cover?	Is evidence of health required?	Cost	Value of cover
Basic cover 2 units of death cover (including terminal illness cover) plus 2 units of Total and Permanent Disablement (TPD) cover	NO Eligible members receive basic cover when they join TWUSUPER	NO	Group 1 \$6.20 per week Group 2 \$3.10 per week Group 3 \$2.90 per week	Based on age
Extra unit of basic cover Eligible new members can apply for a third unit of death (including terminal illness) and TPD basic cover when they join TWUSUPER	YES By ticking a box on the <i>Membership application</i> form and returning the form within the time limit (see page 21)	NO	Group 1 +\$3.10 per week Group 2 +\$1.55 per week Group 3 +\$1.45 per week	Based on age
Fixed basic cover Level of cover is fixed and premiums increase as a member gets older	YES	NO	Varies depending on insurance group and age	Based on the age when cover is fixed
Transferred cover Existing death, TPD or income protection cover is transferred from another fund or insurer across to TWUSUPER	YES	YES Limited health questions apply	Varies depending on insurance type, insurance group and age	Based on the type of transferred cover and the amount of cover transferred
Voluntary death cover Tops up basic death cover	YES	YES	Varies depending on insurance group and age	Based on the amount of cover purchased
Voluntary TPD cover Tops up basic TPD cover	YES	YES	Varies depending on insurance group and age	Based on the amount of cover purchased
Income protection cover Designed to partially replace a member's income and support their finances if they can't work temporarily because of illness or injury	YES	YES	Varies depending on insurance group, age and chosen waiting period	Based on the amount of cover purchased
Lifetime event cover This allows for a member to increase their cover without providing health evidence when a lifetime event occurs, eg marriage, birth of a child (see the 'Lifetime event cover' section of the <i>Member Information Booklet</i> for the full list of lifetime events)	YES	NO However, other supporting evidence that the lifetime event has taken place will be required	Varies depending on insurance group and age	Based on age
Loyalty bonus Any insured death, terminal illness or TPD benefit will be increased by an additional 5% if the member has been a TWUSUPER insured member for 10 or more continuous years at the time of entitlement.	NO	NO	NIL	Based on the insured benefit payable to the member

Making an insurance claim

If an employee or their beneficiaries want to make an insurance claim, please direct them to us on **1800 222 071**. Our consultants will be able to explain our claims process and provide all of the paperwork required to lodge a claim.

If a member dies, we may provide an advance payment from the member's death benefit to help their dependants meet the immediate costs that arise on death, such as funeral expenses.

This immediate part payment is capped at \$3,000 and is subtracted from the total benefit (super plus insurance) that may be payable as a result of the member's death.

Any insurance benefit will be paid in addition to the balance of the member's TWUSUPER account. We may contact you to verify an employee's employment information if the member or the member's beneficiaries make an insurance claim.



7

Fees and other costs

TWUSUPER is run only to benefit members.

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

All profits 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.

This is a Government prescribed warning and is shown as it appears in the TWUSUPER *Member Information Booklet*.

The claim that 'you may be able to negotiate to pay lower contribution fees and management costs where applicable' is not relevant to TWUSUPER.

Fees and other costs from 27 November 2010

The 'Fees and other costs' table below is reproduced as it appears in the TWUSUPER *Member Information Booklet* and represents fees and costs payable by members. Insurance premiums are not included in this table, and are set out in the 'Insurance' section of the *Member Information Booklet*. Participating Employers do not pay any fees or charges.

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 below.

Example of fees and costs for the Balanced investment option

The table at right gives an example of how the fees and costs of our Balanced investment option can affect a member's superannuation investment over a one-year period. Members should use this table to compare this product with other superannuation products.

Note that this fee table is shown as it appears in the TWUSUPER *Member Information Booklet*.

Additional explanation of fees and costs

See the 'Additional explanation of fees and costs' section of the TWUSUPER *Member Information Booklet* for more information about the fees and costs members pay.

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).



8

Tax and super

Super attracts tax concessions to encourage your employees to save for retirement.

The information that follows aims to give you an overview of tax as it relates to superannuation. As the tax treatment of super can be complex and may change at any time, we strongly recommend you obtain financial advice about tax and superannuation.

For more information about tax and super as it relates to member accounts, please refer to the 'Tax and your super' section of the *Member Information Booklet*.

Why we need Tax File Numbers

As an employer, you are required to provide an employee's Tax File Number (TFN) to TWUSUPER if it has been provided to you on or after 1 July 2007.

You could face penalties imposed by the Australian Taxation Office (ATO) if your employee has provided you with their TFN and you don't pass it on to us within 14 days.

Employees may also be excluded from making certain types of contributions and will pay an additional 31.5% tax on affected employer contributions if we do not hold a valid TFN for them. Your employees do not have a legal obligation to provide their TFN to TWUSUPER.

Contribution caps and tax

Concessional (before tax) contributions are generally taxed at a reduced rate of 15%. Members under 50 can contribute up to \$25,000 a year at the concessional tax rate. This amount is indexed each year to Average Weekly Ordinary Time Earnings (AWOTE) in increments of \$5,000.

Members 50 and older can contribute up to \$50,000 a year 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 (on a permanent basis) for individuals aged 50 or over with a total superannuation balance of less than \$500,000.

Non-concessional (generally after tax) contributions are normally not taxed, because the member has already paid income tax on this money. These contributions are capped at \$150,000 a year.

Members under age 65 can 'bring forward' two years of contributions and make a contribution of \$450,000 in one year. However, they will not be able to make any other non-concessional contributions for the next two years. A higher non-concessional contributions cap of \$1,000,000 applies under certain limited conditions.

See the 'Tax and your super' section of the *Member Information Booklet* for more information about contributions caps and tax.

Taxes that apply to super

The following table is a summary only. See the 'Tax and your super' section of the *Member Information Booklet* for more information about how and when member's benefits are taxed.

The tax rates shown in this table are for the 2010/11 year.

The table assumes that lump sum withdrawals do not contain an untaxed element (which attracts higher rates of tax). It also does not cover lump sum benefits payable to temporary residents as Departing Australia Superannuation Payments (for which different tax treatment applies).

Tax deductions for employer super contributions

From 1 July 2007, if you meet certain requirements, you can claim a full tax deduction for super contributions made to your employees' complying super fund or retirement savings account (RSA).

You can claim a tax deduction for contributions made:

- for the purposes of providing super benefits for your employee
- to a complying super fund or RSA in the year of income.

Tax deductions for salary sacrifice contributions

Contributions paid through an effective salary sacrifice arrangement are tax deductible within the same restrictions as other employer super contributions.

To be considered effective the arrangement must be:

- a mutual agreement between you and your employee

- where your employee agrees to forego what they would otherwise expect to receive as salary or wages
- made before the employee has earned the entitlements to receive the amount of salary or wages that is subject to the salary sacrifice arrangement.

Tax deductions for contributions made for employees aged 75 years and over

Contributions made for employees over the age of 75 are only tax deductible to the extent they are required by an industrial award, determination or notional agreement preserving state awards, unless made within 28 days after the end of the month in which the employee turns 75.

How and when can you claim a tax deduction?

Tax deductions can be claimed when lodging your tax return at the end of the income year for which the contributions were made.

Type of tax	What the member pays	Tax rate (including the Medicare Levy where applicable)
Tax on contributions	Tax paid on member voluntary contributions after tax, where no deduction is claimed	Nil up to non-concessional contributions cap 46.5% above the non-concessional contributions cap
	Tax paid on transfers from other super funds (unless from an untaxed source, such as an employer eligible termination payment or an untaxed fund. In such cases, special rates apply)	Nil
	Tax paid on before tax employer contributions and salary sacrifice contributions	15% on amounts up to the concessional contributions cap 46.5% on amounts above the concessional contributions cap
	Tax paid if the member has not provided their Tax File Number (TFN) to TWUSUPER	46.5% on all employer contributions Members will not be allowed to make voluntary contributions
Tax on investment earnings	Tax deducted from investment earnings before crediting rates are determined	Up to 15%
Tax on lump sum withdrawals (assumes the member has provided us with their TFN)	Tax paid if the member is over 60	Nil
	Tax paid if the member is aged 55 to 59	Nil on the tax-free component Nil on the first \$160,000 of the taxable element of the taxable component 16.5% on the remaining part of the taxable element of the taxable component (amounts over \$160,000)
	Tax paid if the member is under preservation age (generally age 55) and meets a special condition of release	21.5%
	Tax paid on a death benefit if received by a dependant	Nil
	Tax paid on a death benefit if received by a non-dependant	Nil on the tax-free component 16.5% on the taxable element of the taxable component 31.5% on the untaxed element of the taxable component



9

Withdrawing super

Superannuation is designed to make sure your employees' super is set aside for their retirement.

When can a member withdraw their super?

Superannuation benefits fall into two general components:

1. preserved
2. non-preserved.

Different withdrawal conditions apply to each of these components. See the 'Withdrawing your super' section of the *Member Information Booklet* for more information.

Non-preserved component

Unrestricted non-preserved super can be taken in cash at any time. It is usually made up of rollovers from other super funds or employer termination payments rolled over before 1 July 2004. A member's restricted non-preserved benefit may be payable if the member meets a condition of release or ceases employment with the contributing employer, in which case the component becomes unrestricted non-preserved.

Preserved component

Generally, the majority of your employees' super will be classified as preserved. A member's preserved super cannot be withdrawn until they meet one of these conditions of release:

- they have reached their preservation age (see **following page**) and do not intend to work 10 hours or more per week ever again
- they have ceased employment with an employer since they turned age 60
- they are aged 65 or more
- they die
- they are the holder of an expired or cancelled temporary resident visa and they have left Australia permanently. (This condition of release is available to certain visa categories only and not available to members if they are a New Zealand citizen. For more information, call us on **1800 241 877** or see the 'Temporary residents' section in the *Member Information Booklet*)
- the Trustee is satisfied that they are permanently incapacitated
- they have compassionate grounds for applying and the Australian Prudential Regulation Authority (APRA) agrees
- they suffer severe financial hardship as specified under superannuation law
- they suffer from a terminal medical condition
- the preserved component is less than \$200 and the member has ceased working for a TWUSUPER Participating Employer.

Preservation age

Preservation age is the age at which a member's preserved super can be withdrawn from the superannuation system, subject to meeting a condition of release (shown on the [previous page](#)).

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

If an employee leaves your business

If an employee is leaving your business to take up employment elsewhere, their preserved super will need to stay in the superannuation system. Departing employees do not need to close their TWUSUPER account when they leave your employment. Members can keep their super with TWUSUPER when they change jobs, even with employment outside of the transport industry. In many cases, their new employer will be able to contribute to their TWUSUPER account.

If a member resigns or is made redundant, please record their termination date on your contribution paperwork and provide TWUSUPER with any outstanding contributions for that member as soon as possible.

Did you know?

Government legislated withdrawal conditions are designed to protect your employees' super from theft or fraud and to ensure that benefits are preserved for retirement only.

We know that understanding these conditions and providing the necessary paperwork can be difficult for members, particularly if they are under financial or emotional strain.

Our Client Relations Team is available to talk your employees through our withdrawal process, explain conditions of release, certify proof of identity documents and help complete the necessary paperwork as quickly as possible.

When a member wants to withdraw their super

Members must complete and return a *Withdrawal* form (available by calling **1800 222 071**) to apply to withdraw their super.

Depending on the type of withdrawal application they are making, additional forms and documentation may be required.

In all cases, we require certified proof of identity documents to verify the member's identity. Under law, we cannot release any member's benefit without this.

Early release of super

It is important that your employees understand that while some circumstances allow for the early release of their super, such as permanent incapacity, financial hardship or compassionate grounds, there are very specific requirements that need to be met to qualify for early release.

Any employee queries about the early release of super should be directed to your local Client Relations Officer. Their details are on the back page of this booklet.

Your employees may be targeted by people promoting investment schemes that offer early access to super. Participation in these types of schemes is illegal and can expose your employees to theft, fraud or tax and legal penalties.

Those targeted are usually under age 55 and, unfortunately, are often experiencing financial hardship (which can make the scheme more tempting). We suggest that you encourage your employees to report any suspicious organisation to the Australian Securities and Investments Commission (ASIC), an independent regulatory body.

If a member is ready to retire

Our members have a number of options when it comes to accessing their super.

Provided they meet a condition of release, members can:

- convert their super into tax-effective income using an Account Based Pension
- use a Transition to Retirement Pension to build their super ahead of retirement, or to support their income as they cut back on working hours
- withdraw their super as a cash lump sum
- leave their super where it is until they need it.

Superannuation pensions like TransPension allow members to convert their super savings into regular income.

Pensions are an attractive alternative to taking super as a lump sum, because as well as providing access to super as regular income, they offer tax benefits and the opportunity to continue to grow super through further investment.

The opportunity for further investment growth is particularly important to employees approaching retirement now, who may need to boost their retirement savings after the negative investment environment of recent years.

A Transition to Retirement Pension allows members to access some or all of their super after their preservation age as income while they continue working full time or part time and while they still accrue benefits in their regular super account. Used together with salary sacrifice, a Transition to Retirement Pension can be another powerful strategy to build wealth ahead of retirement.

When a member retires, please record their retirement date on your contribution paperwork and provide us with any outstanding contributions for the retired member.

See the *Member Information Booklet* for more information about withdrawing super and TransPension, our flexible pension product for members.



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Other information

How award superannuation works

Award superannuation refers to superannuation entitlements determined by Federal or state industrial awards.

If an employee does not provide you with a completed *Choice of Fund* form, and you are bound by the Federal award for that employee, you must pay contributions into a fund named in the applicable award as a default fund.

TWUSUPER is a default fund under the main national transport industry awards (the Road Transport and Distribution Award 2010, the Road Transport (Long Distance Operations) Award 2010, the Passenger Vehicle Transportation Award 2010, the Transport (Cash in Transit) Award 2010, the Gas Industry Award 2010, the Vehicle Manufacturing, Repair, Services and Retail Award 2010, the Waste Management Award 2010 and the Meat Industry Award 2010).

Choice of Fund

Under Choice of Fund legislation, most employees are able to direct you to pay their superannuation to a fund of their choice.

Choice of Fund also means that, in most cases, your employees can take their chosen super fund with them when they change jobs and keep their super in one place.

You are required under law to provide a *Choice of Fund* form to all employees within 28 days of their employment commencing.

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 a 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 have employees employed under one of the above agreements or instruments, 'Choice of Fund' does not apply to them and you are not required to provide these employees with a *Choice of Fund* form.

There are some further limited Choice of Fund exemptions for defined benefit fund members and certain government sector funds are also exempt.

Contributions in excess of SG requirements are not bound by Choice of Fund requirements.

If you are not sure what award or industrial agreement, if any, an employee is covered by, please visit the Workplace Authority website at www.workplaceauthority.gov.au or call the workplace relations department in your state or territory.

About portability

Portability rules allow members of most super funds to move their super benefits into a fund of their choice. Together with the introduction of 'Choice of Fund' for certain employees, these rules give members greater control over their super and allow members to consolidate their super benefits into one account, avoiding multiple sets of fees and charges. Remember, any insurance members have with the Fund will cease on the day they cease to be a member.

Our members can make a portability transfer using our *Withdrawal* form which can be requested by calling **1800 222 071**.

If you continue to make contributions to TWUSUPER, your employee can still transfer their super into another fund but they must retain a minimum balance of \$5,000 in their TWUSUPER account, in accordance with the Fund rules and superannuation regulations.

Our eligible rollover fund

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

Our nominated ERF is AUSfund (AFSL 229881, ABN 85 945 681 973).

We will generally 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.

Before a member's benefit is transferred to AUSfund, we will write to the member and advise them that their benefit will be transferred to AUSfund unless they nominate another super fund (or other eligible account) to receive their benefits in TWUSUPER. If the member does not provide an alternative, the Trustee will transfer the member's benefit to AUSfund. At this point they cease to be a member of TWUSUPER and all rights and insurance cover under TWUSUPER will cease.

See the 'Other things you should know' section of the *Member Information Booklet* for more information about our ERF procedures and features of AUSfund.

Employer enquiries and complaints

Most enquiries can be answered over the phone by calling us on **1800 241 877** 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:

- putting the complaint in writing, with 'Notice of Complaint' on the envelope and addressing it to:
The Complaints Officer
TWUSUPER
Locked Bag 5094
Parramatta NSW 2124
- calling **1800 241 877** and making the complaint verbally to the Complaints Officer.

Member enquiries and complaints

Members should call us on **1800 222 071** with general enquiries.

We prefer to receive member complaints in writing, addressed to our Complaints Officer at the address shown above.

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

If a member is not satisfied with the outcome, or the matter cannot be resolved, they 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 TWUSUPER through its 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, members can contact the SCT on **1300 884 114** or in writing to:

Superannuation Complaints Tribunal
Locked Bag 3060
Melbourne VIC 3001

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

Monitoring and privacy

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.

The personal information we collect is used to:

- process member applications and requests
- administer member accounts and provide members with benefit options
- correspond with members in relation to their super account, benefits and options
- pay benefits under TWUSUPER
- conduct research about how to improve our services and products.

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

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

If a member chooses not to give us their personal information or provides us with incomplete or inaccurate personal information, we may not be able to provide them with all the benefits of TWUSUPER and may not be able to process their claim or pay their benefit.

Unless required or authorised by law, we will only provide personal information to authorised advisers, service providers or government agencies that use the information to administer members' accounts and provide services to members or to the Trustee relating to member accounts.

Members are able to gain access to their personal information or request a copy of TWUSUPER's Privacy Policy by contacting us on **1800 222 071**.

When we will ask members for ID

We require proof of identity before we can make any benefit payments to members. This helps to protect your employees' retirement savings from theft or fraud.

Adequate certified proof of identity is required whenever a member makes an application to withdraw all or part of their super or commence a superannuation pension.

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

The Trustee has 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.

Nominating beneficiaries

When members join TWUSUPER they are asked to nominate who they would like to receive their superannuation (including insurance benefits) upon their death. A member can nominate anyone who is defined as a dependant or their legal personal representative. This nomination can be changed at any time.

This nomination provides a guide only to the Trustee when deciding on the payment of a death benefit.

See the 'Other things you should know' section of the *Member Information Booklet* for more information about nominating beneficiaries and the definition of a dependant for superannuation purposes.



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Forms

▶ **Employer application**

Complete this form to join TWUSUPER as a Participating Employer.

▶ **Initial contribution return**

Use this form to make your first contribution to TWUSUPER.

▶ **Employer direct debit request**

Direct debit is a fast and easy way to pay superannuation contributions to TWUSUPER. Please read the Service Agreement before completing this form.

Employer application

Complete this form to join TWUSUPER as a Participating Employer.

If you have any questions about completing this form, please contact the Employer Service Team on 1800 241 877, fax 1300 889 807 or email twusfadmin@aas.com.au

Issued with a PDS

Employer details

All applicants must complete this section (Please use CAPITAL LETTERS and a black pen)

If your business runs several payroll offices under one ABN, please provide a primary contact and address for each payroll office on a separate piece of paper and submit it with this form.

Business name

ABN

Trading as

Registered address

Street/PO Box number

Street name

Suburb/Town/City

State

Postcode

Type of business

Please activate this account from

 Company
 Sole proprietor
 Partnership
 Other
 / /

Contact details

The following people will be authorised to provide and receive information about this account.

Primary contact (all mail will be addressed to this contact).

Mr Mrs Miss Dr

Surname

Given names

Street/PO Box number

Street name

Suburb/Town/City

State

Postcode

Telephone number

Facsimile number

Email address

Secondary contact (if required)

Mr Mrs Miss Dr

Surname

Given names

Street/PO Box number

Street name

Suburb/Town/City

State

Postcode

Telephone number

Facsimile number

Email address

Contribution details

We use this information to help you get started with your chosen contribution lodgement and payment options. See the TWUSUPER *Employer Information Booklet* for more information about making contributions.

Lodgement options

I intend to lodge future contribution information using:

- A payroll company EmployerAccess Excel spreadsheet upload Payroll file upload
 Email Paper Not sure

Payment options

I intend to lodge future contribution payments using:

- BPAY EFT Cheque Not sure
 Direct debit (please complete and return the *Employer direct debit request* form provided in the *Employer Information Booklet*).

Contribution frequency

Please note that voluntary member and employer contributions must be paid to TWUSUPER within 28 days of the end of the month in which the contribution was made. We prefer to receive SG contributions monthly.

I intend to make SG contributions:

- Monthly Quarterly

Administration

This section is optional.

1. Would you like to nominate TWUSUPER as your default fund? Yes No
2. Would you like to receive information about SUPERClear? (TWUSUPER's third party clearing house for Choice of Fund contributions) Yes No
3. Would you like a Client Relations Officer to visit your workplace? Yes No
4. How many TWUSUPER *Member Information Booklets* (including *Membership application* forms) would you like to be sent?
5. Current total number of employees

Direct marketing material

From time to time, we may send you direct marketing material (including marketing material by third parties) about special offers and promotions which are available to TWUSUPER employers and members.

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

We respect your privacy

The personal information that we collect from you is used solely to manage your participation in TWUSUPER. Our *Employer Information Booklet* explains how we collect, use and protect members' personal information. Call us on 1800 222 071 or visit www.twusuper.com.au for a copy.

Declaration

By signing this form, I am applying to TWU Nominees Pty Ltd ('The Trustee') to become a TWUSUPER Participating Employer.

I declare and agree:

- to be bound by the terms and conditions of the Fund's Trust Deed (as amended from time to time)
- to pay contributions on behalf of employees
- that I have received and read a copy of the *Employer Information Booklet*
- that the information provided in this application is true and correct.

Signed on behalf of the employer by:

Signature (please sign here)

Date

/ /

Print full name

Title/position held



Send your completed form to: TWUSUPER, Locked Bag 5094, Parramatta NSW 2124

Initial contribution return

Use this form to make your first contributions to TWUSUPER.

If you have any questions about completing this form, please contact the Employer Service Team on 1800 241 877, fax 1300 889 807 or email twusfadmin@aas.com.au

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Your contact details

(Please use CAPITAL LETTERS and a black pen)

Employer number (if known)	ABN
<input type="text"/>	<input type="text"/>
Employer name	<input type="text"/>
Employer contact person	<input type="text"/>
Employer address	<input type="text"/>
Suburb/Town/City	State Postcode
<input type="text"/>	<input type="text"/>
Telephone number	Facsimile number
<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>

Payment details

Initial contributions must be made by cheque payable to TWUSUPER.

Other payment methods can be used for future contributions. See the *Employer Information Booklet* for more information.

Contribution period:

From / / to / /

If you are making contributions for more than four employees, please copy the back page of this form as many times as you require, and attach those copies to the original form. Don't forget to include the Total amount remitted.

I will be paying by:

BPAY EFT Cheque

Member contact details

Member number (if known)	Mr Mrs Miss Dr	Sex M/F	Date of birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>		
Given names	<input type="text"/>		
Street/PO Box number	Street name	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Suburb/Town/City	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Member Tax File Number	<input type="text"/>		
Weeks	Award SG	Employer Extra	Member
<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
			Total for this member
			\$ <input type="text"/>

Member number (if known)	Mr Mrs Miss Dr	Sex M/F	Date of birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname			
<input type="text"/>			
Given names			
<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"/>	
Member Tax File Number			
<input type="text"/>			
Weeks	Award SG	Employer Extra	Member
<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
			Total for this member
			\$ <input type="text"/>

Member number (if known)	Mr Mrs Miss Dr	Sex M/F	Date of birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname			
<input type="text"/>			
Given names			
<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"/>	
Member Tax File Number			
<input type="text"/>			
Weeks	Award SG	Employer Extra	Member
<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
			Total for this member
			\$ <input type="text"/>

Member number (if known)	Mr Mrs Miss Dr	Sex M/F	Date of birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname			
<input type="text"/>			
Given names			
<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"/>	
Member Tax File Number			
<input type="text"/>			
Weeks	Award SG	Employer Extra	Member
<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
			Total for this member
			\$ <input type="text"/>

By making this initial contribution return, we acknowledge that there is an arrangement between us and the Trustee whereby we will contribute on behalf of the employees that we nominate such amount (subject to any award obligations) as we determine from time to time.

TOTAL
\$



Send your completed form to: TWUSUPER, Locked Bag 5094, Parramatta NSW 2124

Employer direct debit request

Please read this Service Agreement in full before completing the Direct Debit Request form over the page.

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Service agreement

This form authorises TWUSUPER to debit contributions from your bank (or other financial institution) account. The amount, how often and the date we will debit your account, depends on what you have instructed us to do.

If we want to change this agreement

We will notify you at least 14 days before making any changes to this agreement.

If you want to change your direct debit or make an enquiry

Please contact our Employer Service Team on 1800 241 877 if you wish to:

- delay or change your direct debit – you need to advise us at least three days before the date we will debit your bank account
- cancel a direct debit – you need to advise us at least three days before the date we will debit your bank account
- dispute a debit that has been made from your bank account – we will respond to your dispute within five business days.

Direct debits on weekends and public holidays

When a direct debit falls on a weekend or public holiday, we will debit your account on the next business day.

Make sure you have enough money in your account

You should make sure that you always have enough money (i.e. cleared funds) in your account for us to debit your account.

If there isn't enough money in your account, we will still make the debit. If your bank dishonours the debit, we may pass on to you any dishonour fees and/or any costs incurred by TWUSUPER.

Your account details are confidential

We will keep your bank account details confidential except when a court order applies, if our bank needs information about your account, or if you give us permission to reveal your bank account details.

Check that you give us your correct details

Before completing this *Direct Debit Request* form, please check with your bank or financial institution that:

- your account accepts direct debiting as some accounts do not
- the account number you give us is correct (refer to your bank statement or contact your bank, if necessary).

How to contact us

Employer Service Team

1800 241 877 8am-8pm AEST Monday to Friday except national public holidays

Website

www.twusuper.com.au

Email

twusadmin@as.com.au

Fax

1300 889 807

Please keep a copy of this agreement for future reference.



Send your completed form to: TWUSUPER, Locked Bag 5094, Parramatta NSW 2124

Employer direct debit request

Direct debit is a fast and easy way to pay superannuation contributions to TWUSUPER. Please read the Service Agreement over the page before completing this form.

If you have any questions about completing this form, please contact the Employer Service Team on 1800 241 877, fax 1300 889 807 or email twusfadmin@aas.com.au

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Employer details (Please use CAPITAL LETTERS and a black pen)

Employer number (if known)	ABN	Deductions to commence from	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Employer name			
<input type="text"/>			
Contact name			
<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"/>			
Email address			
<input type="text"/>			

Details of the account to be debited

Name of financial institution			
<input type="text"/>			
Branch/Address			
<input type="text"/>			
Suburb/Town/City	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Name of account to be debited			
<input type="text"/>			
BSB number	Account number		
<input type="text"/>	<input type="text"/>		

Authorisation

I/We,
Surname

Given names

Company name

ABN

authorise TWU Nominees Pty Ltd ABN 67 002 835 412 AFSL 239163, as Trustee for the Fund (ABN 77 343 563 307) to arrange for funds to be debited from my/our account at the financial institution identified above and regulated under the 'Procedures for Bulk Electronic Clearing System (BECS)' by the Australian Payments Clearing Association Limited. This authorisation is to remain in force in accordance with the terms described in the Service Agreement.

Authorised signature	Date
<input type="text"/>	<input type="text"/>
Authorised signature (all signatures are required for joint accounts)	Date
<input type="text"/>	<input type="text"/>

Product Disclosure Statement

TWUSUPER is a nominated superannuation fund for workers under the Road Transport and Distribution Award 2010, the Road Transport (Long Distance Operations) Award 2010, the Passenger Vehicle Transportation Award 2010, the Transport (Cash in Transit) Award 2010, the Gas Industry Award 2010, the Vehicle Manufacturing, Repair, Services and Retail Award 2010, the Waste Management Award 2010 and the Meat Industry Award 2010.

The information contained in this PDS 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 financial advice if you need help in making any investment or financial decision.

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, please print all pages, including the application forms. A paper copy of this PDS can be requested by calling the Customer Service Team on **1800 241 877**.

The value of your employees' investment in TWUSUPER 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 employees' 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 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 participating employer of TWUSUPER 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 a member's super balance accrued up to the date of the amendment without the member's consent, unless the change is required or allowed by law. Participating Employers and members will be advised, in writing, of the nature and effect of any amendment made to the trust deed that may affect them.

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 your employees, 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:

- members' rights and interests are protected in accordance with the terms of the trust deed
- member 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, 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 Employer Service Team on **1800 241 877** or at www.twusuper.com.au. A paper copy of the updated information will be available free of charge on request.

Financial Services Guide

The purpose of this Financial Services Guide (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 TWUSUPER or any other superannuation fund.

This FSG provides information about:

- 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 about superannuation
- 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 TWUSUPER.

TWU Nominees is the trustee of TWUSUPER, a public offer superannuation fund. 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*.

TWUSUPER permits employers to meet their superannuation contribution obligations contained in awards, other industrial agreements and superannuation guarantee requirements by contributing to TWUSUPER and also allows members of the public to join and contribute to TWUSUPER for their retirement.

Account based income stream pension benefits (through the TransPension division) are also available as members approach retirement or at the time a member retires.

In providing you with general financial product advice, we may also be required to provide you with a Product Disclosure Statement (PDS). This may be because your employees are asking that you become a sponsoring employer of TWUSUPER. We need to give you all the information you need to know about becoming a Participating Employer, including the fees and charges that members will incur and the rights and obligations they have by becoming a member of TWUSUPER.

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 TWUSUPER or to contribute more money to TWUSUPER.

The Fund's external service providers may pay incentives to their staff for services provided to TWUSUPER members.

Advice may be received about TWUSUPER from, or interests in TWUSUPER 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 the Fund 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:

- putting the complaint in writing (preferred), writing 'Notice of Complaint' on the envelope and addressing it to:
The Complaints Officer
TWUSUPER
Locked Bag 5094
Parramatta NSW 2124
- calling **1800 241 877** and making the complaint verbally to the Complaints Officer.

By law, we are required to have in place arrangements to properly consider and deal with complaints made by members, beneficiaries and certain other categories of persons 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 241 877**.

TWU NOMINEES PTY LTD. ABN 67 002 835 412, AFSL No 239163, as Trustee of TWUSUPER (ABN 77 343 563 307).

Contact Details:
Locked Bag 5094, Parramatta NSW 2124
Phone: 1800 241 877
Financial Services Guide (FSG).
Issued 27 November 2010

SPIN: TWU0101AU

Need help with super? We can come to you



Our Business Development Consultants understand your industry.

NSW, ACT

Michael Darmanin

☎ 02 8893 1238 ☎ 0447 668 005
✉ Michael_Darmanin@twusuper.com.au

VIC, SA, TAS, NT

Rommie Redlich

☎ 03 9646 8590 ☎ 0418 547 742
✉ Rommie_Redlich@twusuper.com.au

QLD, WA

Graham Parsons

☎ 07 3324 1647 ☎ 0402 039 179
✉ Graham_Parsons@twusuper.com.au

If your employees need help
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

For general enquiries, 8am to 8pm weekdays

1800 241 877

www.twusuper.com.au

TWUSUPER
Locked Bag 5094
Parramatta NSW 2124



TWUSUPER

Hardworking super for people in transport



→ Low fees → Run only to benefit members → No commissions