



HILLROSS

**PORTFOLIOCARE[®] ELEMENTS
SUPER/PENSION**

Product Disclosure Statement – Part 1

**YOU SHOULD ALSO READ PART 2 – PORTFOLIOCARE ELEMENTS –
SUPER/PENSION INVESTMENT SELECTION
ISSUED 1 JULY 2015**

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PORTFOLIOCARE[®] ELEMENTS HILLROSS SUPER/PENSION

SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

This is a supplementary product disclosure statement (SPDS) to the *PortfolioCare Elements – Super/Pension* - Part 1 product disclosure statement (PDS) dated 1 July 2015. This SPDS replaces the product disclosure statement update (PDS Update) dated 1 March 2016 and must be read in conjunction with the PDS dated 1 July 2015.

CLOSURE OF *PORTFOLIOCARE* ELEMENTS – SUPER/PENSION

PortfolioCare Elements Super/Pension will close to new members effective 17 October 2016. No applications for new investors or new accounts will be accepted from this date. Existing members of *PortfolioCare* Elements Super can continue to make contributions.

The row headed 'Depositing funds to your account' in the table headed 'General features' on page 2 of the PDS is replaced with the following:

Contributions and withdrawals

Depositing funds to your account	You or your spouse can make contributions into your account by direct debit, BPAY [®] or cheque at any time, subject to the relevant contributions caps. For employer contributions, your employer can make electronic contributions to your account using a SuperStream employer portal. See 'Payment option' section on page 9 for details.	Forward your transfer authority or arrange for your funds or cheque to be sent to us. You can also consolidate funds in a <i>PortfolioCare</i> Elements – Super account first, and then start a pension account. See page 10 for further details.
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The row headed 'Administration fee' in the table headed 'General features' on page 3 of the PDS is replaced with the following:

Fees^{1,2}

Administration fee	0.59% pa. A minimum administration fee of \$4.90 a month applies to accounts with a balance of less than \$10,000.
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1 All fees shown include GST and are net of any reduced input tax credit (RITC) unless otherwise stated.

2 Refer to pages 18 to 22 for details of all fees and costs that may apply.

Issue date: 10 October 2016

PortfolioCare Elements – Super/Pension is part of The Retirement Plan. The issuer of this SPDS and the Trustee of The Retirement Plan ABN 40 236 806 679 is N.M. Superannuation Proprietary Limited ABN 31 008 428 322 AFSL No. 234654.

The information provided in this SPDS is general information only and does not take into account your individual objectives, financial situation or needs. Before acting on the information, you should consider the appropriateness of this information having regard to your individual objectives, financial situation and needs and consult a financial adviser.

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The row headed 'Initial and ongoing contributions' on page 9 of the PDS within the 'Payment Options' section has been replaced with the following:

Payment type	Pay by
Initial and ongoing contributions⁽ⁱ⁾	<ul style="list-style-type: none"> – Direct debit⁽ⁱⁱ⁾ – A regular deposit plan from a bank account selected by you (see Using a regular deposit plan on page 8 for details) (personal contributions only). – BPAY® (initial and additional contributions that are lodged by your financial adviser using AdviserNET)⁽ⁱⁱ⁾ – Cheque⁽ⁱⁱ⁾ – Super Guarantee notifications or other notices of an entitlement to Superannuation Guarantee shortfall payments, forwarded to us.⁽ⁱⁱⁱ⁾ – Via a SuperStream employer portal (for employer contributions only)^(iv) <p>We can also accept payments directly from the Australian Taxation Office (ATO) (eg government co-contributions and LISC).</p>

- (i) Ongoing contributions are applicable to a super account only.
- (ii) Legislative changes may place restriction on the use of these facilities by employers. Visit the ATO website at ato.gov.au for more information on ways employers can make contributions that comply with the data and payment standards.
- (iii) These types of contributions are credited to your nominated super account following processing by the ATO, which may take some time.
- (iv) A SuperStream employer portal is an internet-based solution that enables employers to make electronic contributions directly into an employee's super account. For more information on SuperStream, please refer to ato.gov.au.

The section of the table headed 'Administration fee' in the table headed 'PortfolioCare Elements – Super/Pension' on page 18 of the PDS is replaced with the following:

PortfolioCare Elements – Super/Pension		
Type of fee	Amount	How and when paid
Administration fee	0.59% pa of your account balance. For accounts with an account balance of less than \$10,000, a minimum administration fee of \$4.90 a month applies.	<ul style="list-style-type: none"> – Deducted from your cash balance at the start of each month. – Calculated based on your account balance at the end of the previous month. – You will pay full fees in the month you open your account.

The sub-section headed 'Administration Fees' in the section headed 'Additional Explanation of Fees and Costs' on page 20 of the PDS is replaced with the following:

ADMINISTRATION FEES

This fee is for our services in overseeing your account's operations, and for providing access to your account's investment options. We calculate your administration fee based on the balance of your account at the end of the month.

The Federal Government introduced Stronger Super, a program of changes designed to streamline and strengthen Australia's superannuation system. This included the introduction of a temporary levy imposed on the Trustee to help fund the changes. To cover the cost of the levy and the costs associated with our implementation of the changes, on 1 November 2013, the administration fee was increased to 0.6290% per annum (which included a temporary Stronger Super levy of 0.039% per annum).

The temporary Stronger Super Levy which was implemented on 1 November 2013 will no longer be charged. As such, effective 1 March 2016, the administration fee reverted to 0.59% per annum.

The section headed 'Example of Annual Fees and Costs for a Balanced Investment Option' on page 22 of the PDS is replaced with the following:

EXAMPLE OF ANNUAL FEES AND COSTS FOR A BALANCED INVESTMENT OPTION

This table gives an example of how the fees and costs for the Experts' Choice Balanced Fund option for this superannuation product can affect your superannuation investment over a one-year period. You should use this table to compare this superannuation product with other superannuation products.

Example – Experts' Choice Balanced Fund option		Balance of \$50,000
Investment fees	Nil	For every \$50,000 you have in the Experts' Choice Balanced Fund option, you will be charged \$0 each year.
Plus Administration fees	0.59% pa	And , you will be charged \$295 in administration fees. ¹
Plus Indirect costs for the Experts' Choice Balanced Fund option	0.96% pa ²	And , indirect costs of \$480 each year will be deducted from your investment.
Equals Cost of product ¹		If your balance was \$50,000, then for that year you will be charged fees of \$775.00 for the Experts' Choice Balanced Fund option.

- 1 Additional fees and costs may apply, including contribution fees and adviser remuneration as agreed with your financial adviser.
- 2 The balanced investment option in this example is the Experts' Choice Balanced Fund option which has an investment cost of 0.96% per annum.

The following text replaces the fourteenth bullet point under 'Acknowledge that' of the 'Investor Declaration Conditions And Acknowledgements' section on page 31.

Current text	New text
<ul style="list-style-type: none"> – If your employer subscribes to an employer portal (eg to pay contributions), they may lodge certain instructions on your behalf electronically. You agree to your employer lodging instructions in this manner, and acknowledge we bear no liability, nor are we in anyway responsible for the conduct of your employer. This facility is only provided to your employer on the condition that the information they provide (and payments made) are to give effect to them meeting their superannuation obligations on your behalf. We are not liable for any loss arising from the use of this facility. 	<ul style="list-style-type: none"> – If your employer subscribes to a SuperStream employer portal (eg to pay contributions), they may lodge certain instructions on your behalf electronically. You agree to your employer lodging instructions in this manner, and acknowledge we bear no liability, nor are we in anyway responsible for the conduct of your employer. This facility is only provided to your employer on the condition that the information they provide (and payments made) are to give effect to them meeting their superannuation obligations on your behalf. We are not liable for any loss arising from the use of this facility.

The following text replaces the third bullet point under 'Agree' of the 'Investor Declaration Conditions And Acknowledgements' section on page 32.

Current text	New text
<ul style="list-style-type: none"> – That if accessing an employer portal, to be bound by the employer portal terms and conditions, as amended from time to time. You will accept those terms and conditions when you use this service. 	<ul style="list-style-type: none"> – That if accessing a SuperStream employer portal, to be bound by the employer portal terms and conditions, as amended from time to time. You will accept those terms and conditions when you use this service.

Closed to all members

PortfolioCare
Customer Relations Team
PO Box 7229
CLOISTERS SQUARE WA 6850
Telephone: 1800 646 234

IMPORTANT INFORMATION

PortfolioCare Elements – Super/Pension is part of The Retirement Plan (the Fund). The Trustee of the Fund and issuer of this Product Disclosure Statement (PDS) is N.M. Superannuation Proprietary Limited (NM Super), a member of the AMP group.

The Trustee is an RSE Licensee under the *Superannuation Industry (Supervision) Act 1993* (SIS), which means that we have satisfied licensing conditions set by the Australian Prudential Regulation Authority (APRA). The Trustee is responsible for the monitoring and management of the Fund for the benefit of all members in accordance with the governing rules of the Fund and relevant legislation.

<i>PortfolioCare</i> Elements – Super/Pension	Unique Superannuation Identifier (USI) Super: 40236806679002 Pension: 40236806679001
The Fund	The Retirement Plan Australian Business Number (ABN) 40 236 806 679
Trustee	NM Super, ABN 31 008 428 322, Australian Financial Services Licence (AFSL) No. 234654
Administrator and custodian	Asgard Capital Management Limited (Asgard), ABN 92 009 279 592, AFSL No. 240695, a subsidiary of Westpac Banking Corporation, ABN 33 007 457 141, AFSL No. 233714
Insurer	AIA Australia Limited (AIA Australia) ABN 79 004 837 861, AFSL No. 230043

ABOUT THIS PDS

The information contained in this PDS is general information only and does not take into account your individual objectives, financial situation or needs. Before acting on the information in this PDS, you should consider the appropriateness of this information having regard to your individual objectives, financial situation or needs and consult a financial adviser.

This document is Part 1 of the *PortfolioCare* Elements – Super/Pension PDS. The *PortfolioCare* Elements – Super/Pension PDS comprises of the following parts:

Part 1: *PortfolioCare* Elements – Super/Pension PDS

Part 2: *PortfolioCare* Elements – Super/Pension Investment Selection.

Before you make a decision to invest in *PortfolioCare* Elements – Super/Pension, including the investment options offered through *PortfolioCare* Elements – Super/Pension, you should read Parts 1 and 2 of the PDS and the relevant disclosure documents for your chosen investments (where applicable). You can obtain up-to-date versions of these disclosure documents at no extra cost on request by contacting your financial adviser or the Customer Relations team on 1800 646 234.

An investment in the investment options offered through *PortfolioCare* Elements – Super/Pension is subject to investment risk, including possible delays in repayment,

and loss of income and capital invested. Neither NM Super, any other member of the AMP group, Asgard, nor the investment managers, fund managers or any member of the Westpac group guarantees the repayment of capital, payment of income or the performance of the investment options.

Apart from any interest investors may have in underlying bank accounts held at St. George and/or Westpac through their cash account, in other Westpac deposit products, or in Westpac securities acquired using *PortfolioCare* Elements – Super/Pension, an investment in or acquired using *PortfolioCare* Elements – Super/Pension is not an investment in, deposit with or any other liability of Westpac or any other company in the Westpac group, or of NM Super, AMP Bank Limited ABN 15 081 596 009, AFSL No. 234517 (AMP Bank), any other member of the AMP group or any of the investment managers. NM Super is not a bank. Neither AMP Bank nor Westpac stands behind the Trustee.

AMP companies receive fees and charges in relation to *PortfolioCare* Elements – Super/Pension as outlined in the PDS. AMP employees and directors receive salaries and/or benefits from the AMP group.

Asgard, Westpac, St. George Bank and any other companies in the Westpac group, any companies in the AMP group, and any other company that we use have given and have not withdrawn their consent to the statements in relation to themselves (including their names) being included in the PDS in the form and context in which they appear.

If you have received this document electronically, we will provide a printed copy at no extra cost upon your request. This document should not be construed as an offer to invest in *PortfolioCare* Elements – Super/Pension in any jurisdiction other than Australia.

We reserve the right to change the terms and conditions in this PDS subject to regulatory requirements. We may accept or refuse (without reason) any application.

ABOUT THIS DOCUMENT

This PDS is issued by NM Super, a member of the AMP group.

Asgard makes no statement in this PDS and has not authorised or caused the issue of it.

CHANGES TO THE PDS

Information in the PDS may change from time to time. If the change is not materially adverse to you, we may publish an update online at investoronline.info. You can also order a printed copy free of charge by contacting your adviser or calling our Customer Relations team on 1800 646 234. If we make an increase to fees (other than by indexation), we will give you written notice at least 30 days before the change takes effect.

DO YOU HAVE THE ADDITIONAL INFORMATION BOOKLET?

This PDS covers the key features and benefits of *PortfolioCare Elements – Super/Pension*. But you can find more detailed information on a number of topics in the **Additional information booklet** available at amp.com.au/portfoliocare, or on request at no extra charge by contacting your financial adviser or the Customer Relations team on 1800 646 234. You should obtain and read an up-to-date copy of Parts 1 and 2 of the PDS, the relevant disclosure documents for your chosen investments (where applicable), and the Additional information booklet before you make a decision to invest through *PortfolioCare Elements – Super/Pension*.

THROUGHOUT THIS PDS

References to	To be read as
Member or you	A member of <i>PortfolioCare Elements – Super/Pension</i> , and anyone you authorise to act on your behalf.
Account balance	The value of the underlying investments (including your cash balance) held by the Trustee on the member's behalf.
Financial adviser	A financial adviser holding an AFSL or acting as an authorised representative of a licensee.
AMP group	AMP Limited, ABN 49 079 354 519 and its subsidiary companies.
Our, we or us	NM Super as Trustee of the Fund, or Asgard as the administrator and custodian, acting solely in its capacity as agent of the Trustee, as the context requires.
Part 2 – Investment Selection	Part 2 – <i>PortfolioCare Elements – Super/Pension</i> Investment Selection lists the investment options available through <i>PortfolioCare Elements – Super/Pension</i> .

 Simply look for this symbol to find out which topics have extra information available.

 Simply look for this symbol for online information.

This PDS is issued 1 July 2015.

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AT A GLANCE

Your quick and easy guide to the key features of *PortfolioCare Elements – Super/Pension*.

General features	Super	Pension
Minimum initial contribution	No minimum.	
Minimum additional contribution	No minimum for one-off contributions or rollovers.	Not applicable.
Minimum account balance	None. However, a minimum monthly administration fee of \$4.90 a month applies to accounts with a balance of less than \$10,000.	
Minimum cash balance	1%–2% of your total account balance.	
Investment options	<ul style="list-style-type: none"> • Cash. • Managed investments—choose from over 100 managed funds, including: <ul style="list-style-type: none"> – diversified multi-manager funds – sector multi-manager funds, and – single-manager funds. • Fixed term deposits. 	
Contributions and withdrawals		
Contribution types	<ul style="list-style-type: none"> • Rollovers. • Concessional contributions. • Non-concessional contributions (including spouse contributions). • Transfers. • Government co-contributions and low-income super contributions (LISC). 	Rollovers.
Depositing funds to your account	You, your employer or your spouse can make contributions into your account by direct debit, BPAY® or cheque at any time, subject to the relevant contributions caps.	Forward your transfer authority or arrange for your funds or cheque to be sent to us. You can also consolidate funds in a <i>PortfolioCare Elements – Super</i> account first, and then start a pension account. See page 10 for further details.
Regular deposit plan	Minimum \$100 per contribution (monthly, quarterly, half-yearly or annually).	Not applicable.

General features	Super	Pension
Accessing your money	<p>You can withdraw unrestricted non-preserved benefits at any time.</p> <p>The withdrawal of other benefits is restricted by superannuation law.</p>	<p>You can choose to have your pension paid to you:</p> <ul style="list-style-type: none"> • monthly • quarterly, or • annually. <p>Unless you're on a pre-retirement pension, you can withdraw benefits as a lump sum at any time.</p> <p>For pre-retirement pensions, you can only withdraw your unrestricted non-preserved funds until you meet a condition of release.</p>
Minimum withdrawal	None.	None.
Insurance		
Insurance options	<p>You can apply for:</p> <ul style="list-style-type: none"> • life protection • total and permanent disablement, and • income protection. <p>Premiums and any adviser remuneration will be deducted from your cash balance.</p>	Not available.
Fees^{1,2}		
Contribution fee Initial contribution only.	Negotiated with your financial adviser (from 0% to 5.125%).	
Administration fee	<p>0.6290% pa.</p> <p>A minimum administration fee of \$4.90 a month applies to accounts with a balance of less than \$10,000.</p>	
Investment costs	<p>Estimated at 0.00% pa to 2.17% pa, depending on the investments you choose. May include performance fees.</p> <p>For the fees that apply to your investment, see Fees and other costs section and Part 2 – Investment Selection.</p>	
Switching fee	Nil.	
Exit fee	Nil.	
Keeping you up-to-date		
Reporting	<ul style="list-style-type: none"> • Annual report. • Investor report. 	
Investor Online	You can access detailed information about your account online at investoronline.info – 24 hours a day, seven days a week.	
Additional reporting	<p>Your financial adviser has access to additional tailored reports and account information, from our AdviserNET website. Speak to your financial adviser if you would like more information on your account.</p>	<ul style="list-style-type: none"> • Annual Pension Review letter – setting out your pension amount and tax information. • Annual PAYG Payment Summary – if you receive a payment while less than 60 years of age.
Customer Relations team	<p>Telephone: 1800 646 234</p> <p>Email: portfoliocare.client.services@asgard.com.au</p> <p>Address: PO Box 7229, CLOISTERS SQUARE, WA 6850</p>	

1 All fees shown include GST and are net of any reduced input tax credit (RITC), unless otherwise stated.

2 Refer to pages 18 to 22 for details of all fees and costs that may apply.

WELCOME TO *PORTFOLIOCARE* ELEMENTS – SUPER/PENSION

PortfolioCare Elements – Super/Pension is a simple and convenient way to build and manage your retirement savings by combining a range of managed investments and fixed term deposits in a single superannuation or pension account.

By wrapping your investments into a single account, you'll enjoy consolidated reporting and continuous online account information, making it easy to track and manage your portfolio. So you can focus on your investment strategy, not the administration.

With over 100 managed investments to choose from, as well as a range of fixed term deposits, you can build a highly diversified portfolio with the flexibility to update your investments as your needs and markets change. Then when you're ready to retire, you can transfer your super to a pension account seamlessly, without the need to sell off your investments.

THE BENEFITS OF SUPER

Australia's superannuation system has been designed to help you save for a financially comfortable and secure retirement in a carefully regulated environment with built-in tax concessions. Because super contributions, earnings and benefits are generally taxed at a lower rate than non-super investments, an investment in super may help you build a larger portfolio, faster, than the same investment outside super.

But Australia's superannuation and tax laws are complex, and everyone's situation is different, so it's important to consult a qualified financial adviser before you invest.

THE BENEFITS OF ALLOCATED PENSIONS

An allocated pension is designed to pay you a regular income in retirement. Depending on your individual circumstances, allocated pensions may help you enjoy the tax benefits of super while also potentially taking advantage of social security benefits.

You can only purchase allocated pensions with unrestricted non-preserved superannuation savings.

A pre-retirement pension allows you to commence a pension with preserved superannuation benefits. With a pre-retirement pension, you can access a regular income stream while still in the workforce and seeking to transition into retirement.

i For more information on unrestricted non-preserved benefits, see section 2 of the Additional information booklet.

BRINGING YOUR STRATEGY TO LIFE

PortfolioCare Elements – Super/Pension provides easy access to 3, 6, 12 months and 5 years fixed term deposits and a wide range of managed investments, allowing you to draw on the specialist expertise of some of the world's leading fund managers.

Your financial adviser will work with you to create a personalised investment designed around your retirement goals, and then use *PortfolioCare Elements – Super/Pension* to bring your strategy to life.

With your strategy in place, you can access portfolio information online at investoronline.info – 24 hours a day, seven days a week.

FEATURES TO MAKE INVESTING EASY

SUPER ACCOUNTS

Choice of fund

The *PortfolioCare Elements – Super* account is a complying super fund under Choice of Fund legislation. This means we are able to accept any Superannuation Guarantee contributions that you may direct your employer to pay to us (if you are eligible).

If you would like to have your Superannuation Guarantee contributions paid to us, simply complete the Standard Choice form in the Application booklet and provide it to your employer.

Regular deposit plan

You can use a regular deposit plan as a disciplined approach to saving for retirement, potentially helping you reach your goals sooner. See Using a regular deposit plan on page 8 for details.

Insurance

We offer a range of insurance options to help protect your lifestyle and investments in the event of a personal crisis, including life protection, total and permanent disablement protection and income protection. See Your insurance options on page 23.

Transferring from super to pension

When you become eligible, you can transfer part or all of your benefits from an existing *PortfolioCare Elements – Super* account to a tax-effective *PortfolioCare Elements – Pension* account without selling your managed investments or fixed term deposits. As well as simplifying administration, this can help you save on transfer costs. See *Transferring investments from an existing PortfolioCare Elements – Super/Pension account to a new Super/Pension account* on page 9.

PENSION ACCOUNTS

Access to benefits

An allocated pension gives you access to flexible pension payments (subject to minimum government limits), paid monthly, quarterly or annually. You can also access your benefits as a lump sum at any time.

Benefit from tax credits

Investment earnings in pension accounts are tax-free. You should also receive the value of any available franking credits. See section 5 of the Additional information booklet for further details.

Transferring from one pension to a new pension

If you choose to terminate your current pension and transfer to a new *PortfolioCare Elements – Super* account in order to start a new *PortfolioCare Elements – Pension* account, we can usually transfer your investments without selling them. See *Transferring investments from an existing PortfolioCare Elements – Super/Pension account to a new Super/Pension account* on page 9.

ALL ACCOUNTS

Wholesale funds

Enjoy access to a range of wholesale managed investment funds that are typically unavailable to direct retail investors, generally with lower investment fees than retail funds.

Consolidated reporting for all your investments

The *PortfolioCare Elements – Super/Pension* account consolidates transaction reporting from all of the investment managers in your account, giving you and your financial adviser continuous, online access to account information. See *Keeping you up-to-date* on page 25 for further details.

Auto-rebalancing

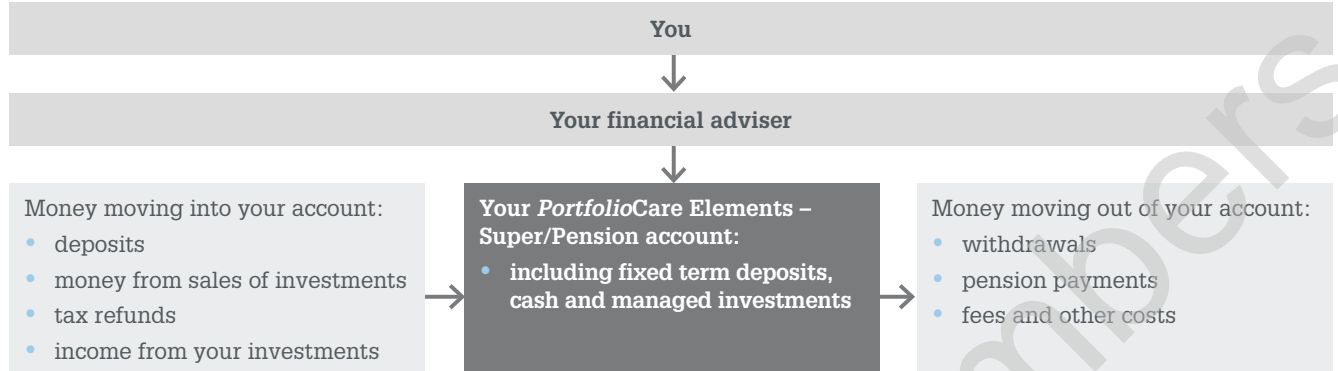
The auto-rebalancing feature maintains your investment profile by rebalancing your portfolio either quarterly, half-yearly or annually. This means you don't need to constantly monitor your investment or send in manual investment instructions. Auto-rebalancing is only available if your financial adviser submits your account application form or an account amendment form online, using AdviserNET.

For more information about this feature, see *Rebalancing your account* on page 14.

HOW *PORTFOLIOCARE* ELEMENTS – SUPER/PENSION WORKS

You start by setting an investment profile in consultation with your financial adviser, and then leave the day-to-day administration to us. With your profile in place, we'll invest any capital you invest in line with your instructions, while maintaining enough cash in your account to cover your fees and transaction costs.

HOW IT WORKS – AT A GLANCE



YOUR FINANCIAL ADVISER

To open a *PortfolioCare* Elements – Super/Pension account you need a financial adviser. Your financial adviser has access to up-to-date information and can give you further details on the underlying investments available through your account. They can also help you:

- maximise your investments, making the most of regulatory changes and available strategies
- invest tax effectively
- determine the right investment mix to make your money work harder for you
- ensure you've got the right levels of insurance cover to secure any plans you put in place¹, and
- select investments and products to suit your needs and personal circumstances.

If you change financial advisers, you need to tell us immediately. If you elect not to receive ongoing financial advice, you can still remain invested in *PortfolioCare* Elements – Super/Pension; however, you'll only be able to provide us with limited instructions, and most account features won't be available to you.

We strongly encourage you to have a financial adviser attached to your account at all times to ensure your financial strategy is being maintained and that you have access to all the features and functionalities offered through *PortfolioCare* Elements – Super/Pension.

¹ Insurance cover is only offered to super account members—no insurance cover is offered in a pension account.

GETTING STARTED

With the help of your financial adviser, it's easy to get started with *PortfolioCare Elements – Super/Pension*, bringing your retirement strategy to life.

BEFORE YOU START

This PDS includes important information about the *PortfolioCare Elements – Super/Pension* product. Please read it carefully together with the Additional information booklet, and seek advice from your financial adviser to decide if this product is right for you.

APPLYING FOR *PORTFOLIOCARE ELEMENTS – SUPER/PENSION*

Your financial adviser will help you apply for *PortfolioCare Elements – Super/Pension*. To open an account we'll need:

- a completed application
- proof of your identity, and
- your initial contribution.

PROVING YOUR IDENTITY

To comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act), you'll need to provide identification information and verification documents before your account can be set up. Your financial adviser can tell you which documents are needed. For more information see *Verifying your identity* on page 27.

CHOOSING YOUR OPTIONS

As part of the application process, your financial adviser will work with you to:

- choose your investment options
- set up your pension payments (Pension only – see page 11)
- decide on the level of authority they'll have to operate your account, and
- negotiate the fees they'll receive for opening and servicing your account.

SETTING YOUR ADVISER'S LEVEL OF AUTHORITY

You decide how much authority your financial adviser has to send us instructions for your *PortfolioCare Elements – Super/Pension* account.

You may choose to give your adviser a limited authority to operate. This allows your financial adviser to:

- make investment profile changes electronically, on your behalf, using AdviserNET, and

- receive and acknowledge receipt of, on your behalf, any documentation required to be provided to you prior to making investment profile changes.

The limited authority to operate applies not only to this account, but to any other accounts you hold with us (in the same name and with the same account number).

If you change your financial adviser or cancel your financial adviser's authority to operate, you must tell us immediately and we will cancel their limited authority. If you change your financial adviser and do not inform us, we will continue to act on your existing limited authority to operate.

CONFIRMING THAT YOUR NEW ACCOUNT IS OPEN

When we receive your application and set up your account, we'll send you:

- a welcome letter confirming your account details, and
- a Personal Identification Number (PIN) to access Investor *Online*. To keep your PIN safe, we'll send it separately from your welcome letter.

Your account consists of:

- your cash balance
- any fixed term deposits you've chosen to invest in, and
- your investment profile (ie the managed investments you've chosen to invest in).

Once we've received your first contribution, we'll purchase investments for you in line with your investment instructions or the instructions your financial adviser lodges electronically on AdviserNET. We'll also deduct any fees that are due.

NOMINATED BANK ACCOUNT

You need to provide us with details of an account you hold with a financial institution. We refer to this bank account as your nominated bank account.

Any direct credit payment via electronic funds transfer (EFT) that you make from your account will be paid into your nominated bank account.

You can amend your nominated bank account by completing the Nominated Bank Account addition or amendment form (available from your financial adviser or the Customer Relations team) and returning it to us.

MAKING CONTRIBUTIONS

With your account open, you're ready to start building your retirement savings. Depending on your account type, age and situation, you can use a variety of contribution methods to build your savings faster.

SUPER ACCOUNTS

Depending on your personal circumstances, with *PortfolioCare Elements – Super* you can:

- make one-off and regular contributions to your account
- roll over money from another super fund, and
- move your existing investments from outside super, provided they're allowed under superannuation legislation.

i For more information on the types of contributions you can make, see section 1 of the Additional information booklet.

USING A REGULAR DEPOSIT PLAN

Your financial adviser can help you set up regular payments to your super account via direct debit from a bank account selected by you.

When you set up a regular deposit plan, you choose:

- how much you want to invest
- the frequency of your contributions (monthly, quarterly, half-yearly or annually), and
- the duration of your plan.


Where funds are not available for your regular deposit plan and we have bought managed investments on your behalf, we will reverse these transactions as soon as possible.

Because of the difference in buying and selling prices, this may negatively affect your account balance. We are not liable for transactions that occur in these instances.

Changes to managed investments

It's important to note that the PDS for your selected investments may change, and there may be material changes to your investments that we're required to tell you about before you invest.

However, if you have selected BPAY or a regular deposit plan, you won't receive this information automatically, as we don't issue a new PDS every time we add to your investment. So by choosing these account features, you automatically acknowledge that you won't receive an updated PDS or other disclosure documents from us. This information will instead be available on request, or by downloading from Investor *Online* at any time.

 Download the latest version of your investment option's PDS from Investor *Online*.

PENSION ACCOUNTS

Under the rules for allocated pensions, you can start your *PortfolioCare Elements – Pension* account using only one rollover from a super fund, whether a *PortfolioCare Elements – Super* account or another super account. You can't add extra funds to your pension once it's started, although you can start a new pension with the extra funds and roll your existing pension account over into your new account.

That means you'll need to combine your superannuation savings and any other money you want to pay into your pension account in a single super fund before you start your *PortfolioCare Elements – Pension* account. Your financial adviser can help you do this.

Unless you're applying for a pre-retirement pension, the rollover you use to open your pension account must consist only of unrestricted non-preserved benefits.

Unrestricted non-preserved benefits are superannuation savings which no longer need to be preserved because you have satisfied a condition of release where no cashing restrictions apply (eg retirement after reaching your preservation age).

For more information on pre-retirement pensions, see Pre-retirement pensions on page 12.

i For more information on unrestricted non-preserved benefits, see section 2 of the Additional information booklet.

CONSOLIDATING YOUR ROLLOVERS AND CONTRIBUTIONS WITHOUT SELLING YOUR ASSETS

You can use a *PortfolioCare Elements – Super* account to consolidate multiple rollovers and contributions before starting your pension account. If you do not already have a *PortfolioCare Elements – Super* account, we'll open one on your behalf when you send us your *PortfolioCare Elements – Pension* account application. To give you time to complete the consolidation, you can delay your pension start date by up to three months.

We'll hold all rollovers and contributions in your *PortfolioCare Elements – Super* account, then transfer the combined funds as a single rollover to your *PortfolioCare Elements – Pension* account on the nominated pension start date. While your funds are being consolidated in your *PortfolioCare Elements – Super* account, our standard fees and costs will apply. We cannot transfer the

combined funds to your *PortfolioCare* Elements – Pension account if there is a pending transaction on your super account.

After three months, if your consolidation is not complete, we will contact your financial adviser for further instructions.

TRANSFERRING INVESTMENTS FROM AN EXISTING PORTFOLIOCARE ELEMENTS – SUPER/PENSION ACCOUNT TO A NEW SUPER/PENSION ACCOUNT

If you choose to terminate your current pension and transfer to a new *PortfolioCare* Elements – Super account or start a new *PortfolioCare* Elements – Pension account, we can usually transfer your investments without selling them. This means there will be no disposal for capital gains tax (CGT) purposes (for funds previously invested in super), and no charges for buying and selling investments. For more information, please refer to Pension accounts on page 11.

You can choose to move all or some of your existing *PortfolioCare* Elements – Super/Pension assets:

Full asset transfer	Transfer all of your assets to a single pension account by completing the pension account section in the <i>PortfolioCare</i> Elements Super/Pension Application booklet. Your financial adviser can also request the transfer online using AdviserNET.
Partial asset transfer	Transfer part of your assets to a single pension account. This allows you and your financial adviser to choose which managed investments you want to transfer. You can nominate a dollar amount or an entire holding in a managed investment. Your financial adviser will electronically request the partial asset transfer for you on AdviserNET.

You may also be able to transfer to a new *PortfolioCare* Elements – Pension or *PortfolioCare* eWRAP – Pension, *PortfolioCare* Pension Service account. *PortfolioCare* Elements – Pension, *PortfolioCare* eWRAP – Pension, and *PortfolioCare* Pension Service are issued in the fund by the Trustee. You can obtain a copy of the PDS for *PortfolioCare* eWRAP – Pension, and *PortfolioCare* Pension Service from amp.com.au/portfoliocare.

To find out more about transferring managed funds out of your account, speak to your financial adviser.

Terminating an existing pension and starting a new one may have social security and taxation implications. For more information, please contact your financial adviser.

PAYMENT OPTIONS

You can pay funds into your *PortfolioCare* Elements – Super/Pension account using:

Payment type	Pay by
Initial and ongoing contributions¹	<ul style="list-style-type: none"> • Direct debit. • A regular deposit plan from a bank account selected by you (see Using a regular deposit plan on page 8 for details). • BPAY (initial and additional contributions that are lodged by your financial adviser using AdviserNET). • Cheque. • Super Guarantee notifications or other notices of an entitlement to Superannuation Guarantee shortfall payments, forwarded to us.² • Lodging payments through an employer portal (employer contributions only).³ <p>We can also accept payments directly from the Australian Taxation Office (ATO) (eg government co-contributions and LISC).</p>
Rollovers	<ul style="list-style-type: none"> • Arranging to have your rollover cheque and documentation sent to us. • Completing the transfer authority in the Application booklet. <p>You can also roll over from an existing <i>PortfolioCare</i> Elements – Super/Pension account to a new pension account—your financial adviser can help you do this.</p>
Transfers of existing investments	Moving your existing investments across to <i>PortfolioCare</i> Elements – Super/Pension. See Consolidating your investments before you commence your pension account.

1 Ongoing contributions are applicable to a super account only.

2 These types of contributions are credited to your nominated super account following processing by the ATO, which may take some time.

3 An employer portal is an internet-based solution that enables employers to make electronic contributions directly into an employee's super account.

CONSOLIDATING YOUR INVESTMENTS BEFORE YOU COMMENCE YOUR PENSION ACCOUNT


Before starting your *PortfolioCare* Elements – Pension account, you can consolidate your contributions and rollover investments in a consolidation account.

While your contributions and rollover investments are held in the consolidation account, they'll be treated as preserved. When we receive the final Rollover Benefit Statement, we'll transfer the entire balance of the consolidation account to your *PortfolioCare* Elements – Pension account. We'll also update your account to reflect the correct tax and preservation components.

The consolidation account is like a standard *PortfolioCare* Elements – Super account, except that:

- you cannot make withdrawals or transact on it, and
- if the balance in the consolidation account falls below the minimum required, we won't sell investments to top it up. We recommend you deposit an extra \$1,000 into your account to prevent the balance from becoming negative when fees and costs are deducted.

If your cash balance does fall below zero, we'll charge interest on the negative amount at the same rate as we pay interest on positive cash balances. The cash balance must be positive before we'll transfer the account balance of the consolidation account to your *PortfolioCare* Elements – Pension account. The standard fees and other costs outlined in the PDS will apply while the investments are in the consolidation account.

 You can monitor the balance of your consolidation account at any time using Investor *Online*.

ACCESSING YOUR MONEY

Under superannuation law, you can only access the funds in your account under certain conditions. Here's how to access your money from your *PortfolioCare Elements – Super/Pension* account.

Your options for accessing your money depend on whether you have a super or a pension account, your age, and your individual circumstances.

Other legislation and trust deed requirements may also apply to withdrawals.

SUPER ACCOUNTS

Superannuation is designed as a long-term investment to help you save for retirement, so there are limitations on accessing your money before you retire.

Generally, you can access unrestricted non-preserved benefits at any time. But to access benefits that are classified as preserved or restricted non-preserved, you need to meet a condition of release.

If you do meet a condition of release, you can withdraw some or all of the money in your *PortfolioCare Elements – Super* account.

i For more information on preservation rules and conditions of release, see section 2 in the Additional information booklet.

PENSION ACCOUNTS

Your *PortfolioCare Elements – Pension* account pays you a regular pension payment to help fund your expenses in retirement.

You can choose how much you would like these payments to be (subject to government minimums) and how often you would like us to pay you, which can be:

- monthly
- quarterly – in March, June, September and December, or
- annually – in June.

You can also adjust the amount or frequency of your payments at any time—simply contact your financial adviser.

We'll pay your pension directly into your bank account on or around the 20th of the month.

The tax treatment of your pension payments depends on your individual circumstances, so it's important to seek professional advice on the tax implications of different options before you make a decision.

i For more information on how pension payments are calculated, see section 3 of the Additional information booklet, or speak to your financial adviser.

MINIMUM PAYMENT

Each year, we need to pay a minimum pension amount, based on a percentage of your account balance.

When you start your pension, we calculate your minimum for that year on a pro rata basis. If your pension starts between 1 June and 30 June, you may choose not to receive a payment for that financial year if you've selected the minimum payment option. Otherwise, your pension minimum is calculated on 1 July each year.

We'll write to you each year to let you know your pension minimum.

i You can check your minimum on the Pension Details page on *Investor Online*.

MAXIMUM PAYMENT

Unless you have a pre-retirement pension, there is no maximum pension payment. For more information on pre-retirement pensions, see Pre-retirement pensions on page 12.

HOW PENSION PAYMENTS ARE FUNDED

Pension payments are paid from your cash balance. We'll deduct funds from your account in this order:

1. Unrestricted non-preserved benefits.
2. Restricted non-preserved benefits.¹
3. Preserved benefits.

If there's not enough money in your cash balance, we'll sell your investments to fund your pension payments.

You can tell us which investment option you'd like us to use to fund your pension payments. If you do so, we'll keep selling it to fund your pension payments until it has all been sold.

If you don't nominate an investment option, we'll fund pension payments using either the Priority Sell Method, if you have set up sell instructions, or the Default Sell Method (see page 13).

If we need to sell more than 95% of an asset to meet a pension payment, we'll sell the entire asset.

¹ Applicable to pre-retirement pensions only.

LUMP-SUM WITHDRAWALS

If you have a pension, you can generally withdraw all or part of your pension benefits as a lump sum (commutation) at any time. However, this does not apply to pre-retirement pensions, which have special withdrawal restrictions.

When you make a lump-sum withdrawal, it doesn't affect the pension payments for that financial year, but there may be tax implications.

Talk to your financial adviser before deciding to take any part of your pension as a lump sum.

i For more information on tax and lump-sum payments, see section 5 in the Additional information booklet.

PRE-RETIREMENT PENSIONS

If you have reached your preservation age but you are still in the workforce and would like to transition into retirement, you can start a pension with preserved super benefits.

This type of allocated pension is known as a pre-retirement or non-commutable allocated pension (NCAP). An NCAP is a flexible and tax-effective way to access your super benefits from your preservation age without having to choose between full-time employment and retirement, giving you greater flexibility on when and how you transition to retirement.

In addition to the standard minimum payment requirements, NCAPs have a maximum pension amount you can be paid. The maximum is initially calculated as 10% of your starting account balance, and re-calculated every 1 July using the total account balance. In the first year of your NCAP, you can choose to receive a pro rata or non-pro rata pension amount.

Once you turn 65 or meet another condition of release without cashing restrictions, the pre-retirement restrictions are lifted, and the maximum payment requirement will no longer apply. If you were receiving the maximum payment, we'll continue paying that amount, unless you ask us to change it.


i For more information on your preservation age, see section 2 of the Additional information booklet.

REQUESTING A WITHDRAWAL

To request a withdrawal, you can either:

- send us a completed payment request form (available from your financial adviser or by calling us on 1800 646 234)¹, or
- ask your adviser to complete your withdrawal request in AdviserNET.

We'll generally process your request within five business days, provided you have enough money in your cash balance to cover the withdrawal and any transaction costs, and we have received all the withdrawal requirements.

 You can monitor your cash balance by regularly checking the details of your account on *Investor Online*.

SELLING MANAGED INVESTMENTS TO FUND WITHDRAWALS


If you request a withdrawal, we'll start by taking the money from your cash balance. If there's not enough money in your cash balance, we'll sell managed investments using the Priority Sell Method or Default Sell Method to make up the difference (if necessary). See *Maintaining a minimum cash balance* on page 13 for further details.

If the sell amount is 95% or more of the value of your entire holding in a managed investment, we'll sell your entire holding in that managed investment.

Selling your investments generally takes 7–10 business days; however, timeframes may vary depending on the time taken by external fund managers to complete processing of sale transactions. They can also be affected by withdrawal restrictions on your investment option. To find out which investment options have withdrawal restrictions, see Part 2 – Investment Selection.

A withdrawal may also be delayed if a buy or sell has not been confirmed. Refer to the underlying fund manager's disclosure documents for further information relating to withdrawal conditions and restrictions associated with the underlying investment options.

You can't specify which components of your benefits a withdrawal will come from (eg tax-free or taxed). All withdrawals will be spread proportionally across both components.

 You can view details of withdrawals on your account using the Transaction Details pages on *Investor Online*.

¹ Any direct credit payment via electronic funds transfer (EFT) you make from your account will be paid into your nominated bank account.

MANAGING YOUR INVESTMENTS

PortfolioCare Elements – Super/Pension gives you a choice of over 100 premium managed funds and you can also choose to invest in cash and fixed term deposits, making it easy to create a diversified portfolio tailored for your investment goals. And with all your investments in a single, consolidated account, it's easy to keep track of your retirement savings.

With *PortfolioCare Elements – Super/Pension*, you can invest in a wide range of investments, including diversified multi-manager funds, sector multi-manager funds, single-manager funds, cash and fixed-term deposits. You can combine multiple investments in a single, consolidated portfolio, tailored to your individual situation.

You can find out more about the available investment options in Part 2 – Investment Selection.

i For more information on choosing between investments in different asset classes, see section 6 of the Additional information booklet.

YOUR CASH BALANCE

When you make a contribution to your *PortfolioCare Elements – Super/Pension* account, we credit it to your cash balance, which is held in an interest-bearing account with Westpac and/or St. George Bank (a division of Westpac).

All your investment purchases are funded from your cash balance, together with any fees and costs (including taxes and government charges).

If you sell investments or receive distributions or other payments, the proceeds will be credited to your cash balance.

U You can monitor your cash balance by regularly checking the details of your account on Investor *Online*.

MANAGING EXCESS CASH

When your cash balance is \$100 or more than the required amount, we use the excess to buy managed investments. However, you can instruct us not to invest excess cash or nominate an amount higher than \$100. Your financial adviser must give us instructions to do so through AdviserNET.

Changes to your investment profile and auto-rebalancing will result in your cash balance being returned to either the minimum cash account amount, or a higher amount you have nominated. This occurs even if you instruct us not to invest excess cash.

MAINTAINING A MINIMUM CASH BALANCE

To cover your ongoing fee payments and other costs, you need to keep a minimum balance in your cash balance. The minimum is set at between 1% and 2% of your total account balance.

If your cash balance falls below 1%, we'll sell some of your managed investments, subject to any withdrawal restrictions, using either the Priority Sell Method or the Default Sell Method, to bring your cash balance back to the minimum.

You may nominate to hold a higher cash balance in your account either as a dollar or a percentage value. This instruction must be submitted to us by your financial adviser using AdviserNET.

PRIORITY SELL METHOD

You can give us a standing Priority Sell instruction for your managed investments, telling us the order in which you would like your managed investments to be sold to top up your cash balance. In particular, we'll need to do this if it falls below the minimum, or to fund investment purchases. You can nominate your Priority Sell order in the Part 2 – Investment Selection.

DEFAULT SELL METHOD

If you haven't set up a Priority Sell instruction, or if the net value of the managed investments you nominated under the Priority Sell instruction is insufficient, we'll use the Default Sell Method.

We'll try to sell your managed investments in proportion to their estimated current value, subject to price and market changes that may occur during the selling process.

NEGATIVE CASH BALANCE

If your cash balance falls below zero at any time, we'll charge interest on the negative balance at the same rate as we pay interest on positive cash balances.

Your cash balance could become negative due to fees, taxes and withdrawals. Switching between investment options could also cause your balance to fall. For that reason, it's important for you or your adviser to regularly check your cash balance online.

INVESTING IN MANAGED INVESTMENTS

With *PortfolioCare* Elements – Super/Pension, you have more than 100 managed investment funds to choose from, often at wholesale prices not generally available to direct retail investors.

i For more information about the managed investments you can choose from and how to set up your investment profile, see Part 2 – Investment Selection.

CHOOSING YOUR INVESTMENT PROFILE

When you open a *PortfolioCare* Elements – Super/Pension account, you work with your financial adviser to choose the managed investments you'd like to invest in, and the percentage of your investment that is to be allocated to each one. This is known as your 'investment profile'.

Once you've set up your investment profile, we automatically invest any contributions based on the funds and proportions you've selected, unless you instruct us otherwise.

For more information about the managed investments you can choose from and how to set up your investment profile, see the Part 2 – Investment Selection or speak to your financial adviser.

Before you invest in any managed investment, you must receive a PDS for that investment. You can get a copy from your financial adviser or from *Investor Online*.

CHANGING MANAGED INVESTMENTS

You can change investments (or the percentages allocated to them) at any time by:

- rebalancing
- changing your investment profile, or
- switching to other investments.

Be aware that any of these actions will affect an existing request to buy or sell any of your investments.

Rebalancing, changing your investment profile or switching will all result in the sale of some or all of your managed investments. This may result in a capital gain or loss that will affect the tax on your account.

You may also be charged transaction costs known as 'buy/sell differentials', using the above methods. See Buy/Sell costs on page 21 for further information.

Before you decide to rebalance, change your investment profile or switch managed investments, you must receive a copy of the PDS or other disclosure document for any new underlying managed investments, unless you can access this information online such as through *Investor Online*, or from your financial adviser. You can obtain current disclosure documents free of charge from your financial adviser.

You should always talk to your financial adviser before making any decision about your investment choices.

REBALANCING YOUR ACCOUNT

At any time you can ask us to rebalance your portfolio, buying and selling investments to ensure that the proportion invested in each holding matches your original profile. Your financial adviser can do this for you through AdviserNET.

Auto-rebalancing

You can also set up your account to regularly rebalance your portfolio. If you choose this option, your account will be rebalanced:

- quarterly (between 15 and 24 February, May, August and November)
- half-yearly (between 15 and 24 February and August), or
- annually (between 15 and 24 August).

Rebalancing only applies to your cash balance and managed investments. Assets with sales restrictions, such as existing fixed term deposits and closed products, will not be rebalanced.

If you choose the auto-rebalancing facility, you should be aware that:

- At the time of auto-rebalancing, we'll check your cash balance and, if necessary, restore it to the required level without letting you know.
- Sales from auto-rebalancing could mean you will have to pay CGT. This only applies to non-tax paid managed investments in your super account.
- If any of the managed investments in your investment profile are closed to further investment or have sales restrictions, they won't be included in the auto-rebalance, although the rest of your managed investments will be.
- No auto-rebalancing will occur if your account is in the process of being closed or if the transactions are otherwise impeded.
- The auto-rebalancing facility is not available if you are a *PortfolioCare* Elements – Pension member and you choose to have your pension paid from a single nominated managed investment.

Auto-rebalancing is only available if your financial adviser submits your account application or a subsequent account amendment online using AdviserNET. Your financial adviser must also use AdviserNET to change or cancel the facility.

One-off rebalancing

You can rebalance your account on a one-off basis by resubmitting your original Part 2 – Investment Selection to us. Your financial adviser can do this for you online using AdviserNET.

CHANGING YOUR INVESTMENT PROFILE

You can change your investment profile by completing the form in Part 2 – Investment Selection and returning it to us. Your financial adviser can also complete the form online using AdviserNET.

We'll buy and sell managed investments according to your new instructions, so that your current holdings are rebalanced to match your new investment profile. We'll also invest any additional funds deposited to your account according to your new investment profile.

SWITCHING

You can switch between investment options at any time. Buy and sell instructions can be submitted on the same day; however, please note that if there is insufficient cash in your cash balance to cover the purchase, we will wait for the proceeds from the sell instruction, or another deposit amount, to be received before we submit the buy. The entire purchase amount will need to be available in your cash balance before we act on the buy instruction.


Buying and selling on the same day significantly reduces the time taken to complete your switch and gives you greater exposure to investment markets. You should note that some managed investment funds may take an extended timeframe to pay sale proceeds. Read the PDS for the investment you are selling for further information relating to withdrawal timeframes.

You can switch your partial or total holding in any one managed investment into another managed investment by completing the form in Part 2 – Investment Selection and returning it to us. Your financial adviser can also complete the form online using AdviserNET. For full details, please refer to Partial switching in the Part 2 – Investment Selection.

When you switch from one managed investment to another, your new managed investment will be allocated with the same profile percentage as the one you have switched from, and your account will not be rebalanced—so the other managed investments in your investment profile won't be affected.

VALUATIONS

The managed investments in your account are generally valued at least weekly, based on valuations provided by investment managers. Refer to the PDSs for the investments you've chosen for details on unit pricing.

 To see the most current valuations on your account portfolio, see the Valuation page on Investor *Online*.

INCOME DISTRIBUTIONS

Income distributions from managed investments are automatically paid to your account as cash, and then invested in line with your investment profile.

i For more information, see section 7 in the Additional information booklet.

INFORMATION FROM INVESTMENT MANAGERS

Managed investments are held in Asgard's name as custodian for you—Asgard is therefore the legal owner.

Because you are not the legal owner, you won't be able to exercise any unit holder rights, such as the right to attend meetings, the right to vote and the right to participate in any corporate actions.

In addition, you won't receive communications such as newsletters and investment reports that would be sent to you if you held these managed investments directly.

HOW WE SELECT INVESTMENT OPTIONS

As the Trustee, we do not consider or take labour standards, or environmental, social or ethical considerations into account when making investment decisions.

In addition, the Trustee does not invest directly in derivatives, although underlying fund managers may do so. Derivatives are securities that derive their value from other assets or indices (eg futures and options). An investment in derivatives may be more volatile than an equivalent investment in the underlying asset, so it's important to consult your financial adviser before deciding to invest in a fund that uses derivatives.

You can find out more about each option's investment policies and use of derivatives by reading the PDS or other disclosure documents for that investment. You can obtain a copy of these disclosure documents without charge from your financial adviser or us.

For more information about investment options, see the Part 2 – Investment Selection.

THE RISKS OF INVESTING IN SUPERANNUATION AND PENSIONS

While the superannuation and pension system is carefully regulated, it is not risk-free. Here's an overview of the significant risks you may face.

CHANGES TO LEGISLATION AND TRUST DEEDS

Investments in superannuation and pensions are subject to government legislation. Legislation changes frequently and may affect who can invest, the tax they need to pay, and when and how they can access their investments.

Superannuation and pension funds are also governed by a Trust Deed. The Trustee can amend rules in the fund's Trust Deed that affect how the fund operates, although the Trustee is prevented by law from making changes adverse to members' entitlements without their consent, except as necessary to comply with government changes.

INVESTMENT RISK

An investment in *PortfolioCare Elements – Super/Pension* is subject to investment risk, including possible delays in repayments, and loss of income and capital invested. This risk can include market risk, company risk, currency risk, interest rate risk and inflation risk.

Except as expressly disclosed, neither Asgard nor the Trustee, nor any other member of AMP group or the investment managers, guarantees the payment of income or the performance of the investment options.

LIQUIDITY RISK

Liquidity risk is the risk that your investment cannot be bought, sold, cashed, transferred or rolled over as quickly as you might wish. Different investments have different transaction processing times and thus different levels of liquidity risk.

Investment transactions, withdrawals, rollovers and transfers from your superannuation account are normally processed within 30 days of us receiving all the necessary information. Some investments, referred to as 'illiquid assets', require a longer period to be redeemed. This longer redemption period is imposed by the underlying investment manager because some or all of the assets within the investment are illiquid. Account fees will continue to be charged while invested in illiquid investment options. We have labelled these investments as illiquid investments in Part 2 – Investment Selection, which also shows the maximum redemption period for each option. For more information, you should read the PDS for your chosen managed investment funds.

OTHER RISKS

Other risks include:

- increases in fees
- changes in investment managers, and
- the performance of investment managers.

The Trustee uses adherence to the law and the fund's Trust Deed, and ongoing monitoring of the performance of investment managers to reduce these risks.

i There are other risks that may affect the performance of investments. For more information, see *What are the risks?* in the Additional information booklet.

STANDARD RISK MEASURE

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

The table below sets out the Standard Risk Measure bands/labels.

Risk band	Risk label	Estimated number of negative annual returns over any 20-year period
1	Very Low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to Medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to High	3 to less than 4
6	High	4 to less than 6
7	Very High	6 or greater

The Standard Risk Measure is not a complete assessment of all forms of investment risk. For instance, it does not detail what the size of a negative return could be or the potential for a positive return to be less than an investor may require to meet their objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return.

Members should still ensure they are comfortable with the risks and potential losses associated with their chosen investment option(s).

For the Standard Risk Measure for each of the investment options available through *PortfolioCare Elements – Super/Pension* and for information on the methodology used to calculate the Standard Risk Measure, please go to amp.com.au/portfoliocare or call the Customer Relations team on 1800 646 234.

MANAGING RISK

CHOOSING AN INVESTMENT STRATEGY

Your investment strategy will be highly dependent on your attitude towards risk—the possibility that the investment will not return its original capital or expected income, and that the level of return will be volatile during a given time period.

Investments with a low risk profile will usually provide lower, though more consistent, returns than those with a higher risk profile. For example, investing cash in a bank account is considered low risk and low return, while the share market has historically provided higher returns over the longer term with higher volatility.

DIVERSIFICATION

Diversification is a basic strategy used to reduce some of the risks associated with investing. By spreading your investments across a number of assets, you are not reliant on the performance of, and are not exposed to the risks of, a single investment. Investing in only one or a few specific assets or direct securities can increase your risk.

SEEK PROFESSIONAL ADVICE

It is very important that you understand and are aware of the risks and mitigating strategies, such as diversification, that are available to you. For more information on what risks apply to investing, speak to your financial adviser.

Closed to all members

FEES AND OTHER COSTS

FEES AND OTHER COSTS

Like other financial products, *PortfolioCare Elements – Super/Pension* has fees and other charges that you need to be aware of. Here's a detailed explanation of the fees and costs you may pay as part of your investment.

To understand all of the fees and costs that might be payable for an investment option, you should read both this PDS and the underlying investment option's PDS.

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

Your employer may be able to negotiate to pay lower administration fees¹. 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.moneysmart.gov.au) has a superannuation fee calculator to help you check out different fee options.

¹ The Consumer Advisory Warning above is prescribed by law. The statement that your employer may be able to negotiate administration fees is not applicable in this product.

This document shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment, or from the assets of the superannuation entity as a whole.

Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you.

Taxes, insurance fees and other costs relating to insurance are set out in another part of this document.

You should read all of the information about fees and other costs because it is important to understand their impact on your investment.

The fees and other costs for each investment option offered by the superannuation entity are set out in each relevant underlying investment option's PDS.

<i>PortfolioCare Elements – Super/Pension</i>		
Type of fee	Amount	How and when paid
Investment fee	Nil. However, underlying investment costs may apply. See Indirect cost ratio below.	Not applicable.
Administration fee	0.6290% pa of your account balance. For accounts with an account balance of less than \$10,000, a minimum administration fee of \$4.90 a month applies.	<ul style="list-style-type: none">• Deducted from your cash balance at the start of each month.• Calculated based on your account balance at the end of the previous month.• You will pay full fees in the month you open your account.
Buy-sell spread	Nil. However, underlying buy/sell costs may apply. See 'Indirect cost ratio' below.	Not applicable.

Type of fee	Amount	How and when paid
Switching fee¹	Nil.	Not applicable.
Exit fee	Nil.	Not applicable.
Advice fees		
Relating to all members investing in a particular investment option	Nil. You may, however, agree to adviser fees with your financial adviser. See Other fees and costs below.	Not applicable.
Other fees and costs²		
Insurance fees	If you have insurance cover, refer to AIA's Priority Protection for Platform Investors (PPPI) insurance PDS for further information on insurance fees (premiums) and charges.	Deducted from your cash balance. Refer to AIA's PPPI insurance PDS on how this amount is calculated and when it is paid (if applicable).
Contribution Fee ³	Between 0% and 5.125% of the contribution.	Contribution fees are deducted from your cash balance at the time the initial contribution(s) are made, as agreed with your financial adviser. Where requested, the contribution fee can be nominated as a dollar amount.
Adviser remuneration ³	<ul style="list-style-type: none"> One-off adviser fee. You may choose to pay your financial adviser a one-off flat dollar fee, as agreed between you and the financial adviser. Ongoing adviser fees. You may choose to pay your financial adviser a regular ongoing amount. This can be: <ul style="list-style-type: none"> a flat dollar amount (this amount may be increased annually in line with CPI), or a flat percentage between 0% and 5% of the balance of your total account balance. 	<ul style="list-style-type: none"> One-off adviser fee – Deducted from your cash balance in arrears at the beginning of the next month after you agree this fee with your financial adviser or, if applicable, at the time your account is closed. This fee can be charged once a month and will only be charged if your total account balance as at the end of the previous month was sufficient to cover the fee amount. Ongoing adviser fee – Deducted from your cash balance monthly in arrears.
Indirect cost ratio		
Investment costs	Estimated at 0.00% pa to 2.17% pa of the amount you have invested, depending on the investment options you choose. The amount you pay for specific investment options is shown in the relevant investment option's PDS.	<ul style="list-style-type: none"> Paid to the investment managers of the managed investments in your account. Generally reflected in the unit prices of managed investments.
Performance fees	Refer to the relevant investment option's PDS on how this amount is calculated (if applicable).	Refer to the underlying investment option's PDS on how this amount is calculated, and how and when it is paid (if applicable).
Buy/sell costs	Estimated at 0.00% pa to 1.1% pa of the amount bought or sold, depending on the investments you choose. The amount you pay for specific investment options is shown in the relevant investment option's PDS.	<ul style="list-style-type: none"> Paid to the investment managers of the managed investments in your account. Generally reflected in the unit prices of managed investments.

1 While there are no fees associated with switching, a buy/sell cost may apply.

2 Please see the Additional explanation of fees and costs below for more details about activity fees, advice fees for personal advice, and insurance fees and costs.

3 You may agree to pay member advice fees to your financial adviser for financial advice. Refer to Contribution fees and Adviser remuneration below.

ADDITIONAL EXPLANATION OF FEES AND COSTS

This section provides extra information on the fees and costs that apply to *PortfolioCare Elements – Super/Pension*.

ADMINISTRATION FEES

The administration fee covers the costs of operating your *PortfolioCare Elements – Super/Pension* account. We calculate your administration fee based on the balance of your account at the end of each month.

The Federal Government has introduced Stronger Super, a program of changes designed to streamline and strengthen Australia's superannuation system. This includes the introduction of a levy imposed on the Trustee to help fund the changes. To cover the cost of the levy and the costs associated with our implementation of the changes, the administration fee on your account has been increased by 0.039% pa. The fee increase is expected to end no later than 1 November 2016.

OTHER FEES AND COSTS

INSURANCE FEES (SUPER ONLY)

If you have insurance cover through your account, we'll deduct your premiums from your cash balance each month.

If you don't have enough money to pay for your premiums, we'll need to sell investments to top up your account, using the Priority Sell or Default Sell Methods. See *Maintaining a minimum cash balance* on page 13.

If your total account balance is insufficient to fund your premiums, you will need to add funds to your account, or your cover will lapse.

For more information on the costs of insurance, speak to your financial adviser and see the relevant PDS.

CONTRIBUTION FEE

The contribution fee is an optional one-off fee that can be applied to your initial contribution(s) to your *PortfolioCare Elements – Super/Pension* account.

Any contribution fee is negotiable between you and your financial adviser – between nil and 5.125%. If you prefer, you can nominate a dollar amount, provided it doesn't exceed 5.125% of the contribution.

If you don't specify a percentage contribution fee on your application, the contribution fee will be nil. Contribution fees do not apply to additional contributions.

The full amount of this fee (adjusted for GST) is paid to your financial adviser.

ADVISER REMUNERATION

You and your financial adviser must agree on the remuneration that your financial adviser receives for the advice they give you about your *PortfolioCare Elements – Super/Pension* account. This is an additional cost to you.

One-off adviser fee

You may choose to pay your financial adviser a one-off flat dollar fee, charged to your account. Unless you specify a fee, it won't be charged.

The one-off adviser fee can be charged more than once during the life of your account each time you agree this fee with your financial adviser, but is limited to being charged once a month. It is deducted from your cash balance in arrears at the beginning of the next month after you specify this fee or, if applicable, at the time your account is closed. In each case, the one-off adviser fee will only be charged if your total account balance as at the end of the previous month was sufficient to cover the fee amount.

Ongoing adviser fees

You may also choose to pay your adviser a regular, ongoing amount, paid monthly in arrears. This can be either:

- a flat percentage between 0% and 5% of your total account balance each month, or
- a flat dollar amount each month, which can be increased annually in line with the Consumer Price Index (CPI).

In addition, you can choose to combine the one-off flat dollar amount option with any one of the other ongoing options above.

The full amount of these fees (adjusted for GST) is paid to your financial adviser.

INDIRECT COST RATIO


INVESTMENT COST

As well as the fees we charge, you'll also pay fees to the fund managers looking after the managed investments you choose. These are known as 'investment costs'.

Investment costs are calculated as a percentage of the amount you've invested, and are included in the unit price of your managed investments. They are an indirect cost and not deducted from your account separately.

Many of the investments available in *PortfolioCare Elements – Super/Pension* are wholesale managed funds, which generally attract lower investment fees. The investment costs you'll pay are set out in the PDS for each investment option. You can also find an up-to-date list of the costs that apply to your investments online or in Part 2 – Investment Selection.

Term deposits have no investment management costs.

 You can find a list of the investment costs that apply to your investments on *Investor Online*.

PERFORMANCE FEES

In addition to the investment fees, some fund managers may charge an additional fee which is calculated as a percentage of the value by which an investment outperforms a specified performance hurdle. Any performance fees charged form part of the indirect cost ratio of the Fund and are reflected in the unit prices of managed investments.

To find out whether a particular investment option includes a performance fee, read the investment option's PDS.

BUY/SELL COSTS

The buy/sell cost is the difference between the cost of buying and selling a unit in the same investment. The buy/sell cost is an additional cost to the member which is reflected in the unit price and is not charged separately.

Buy/sell costs represent the fund manager's estimate of the costs of each transaction, including brokerage fees and government taxes. They differ depending on the types of assets held by the investment option and whether they are traded in Australia or overseas.

Buy/sell costs help make sure that members who trade infrequently don't end up bearing the costs of those who transact more often. They are not paid to us, but are used by the fund manager of the underlying investment to meet transaction costs. For the estimated range of buy/sell costs and how and when such costs are paid, please see the Fees and other costs table above.

For more information on the buy/sell costs for a particular investment, see the Part 2 – Investment Selection or the investment option's PDS.

ADDITIONAL FEE AND COST INFORMATION

TAXATION AND FEES

For superannuation accounts, the actual amount of fees and costs you pay may be reduced by up to 15%. This is because superannuation funds currently receive a 15% tax deduction for deductible expenses. The benefit of this tax deduction is passed on to you. The fees and costs shown in the above table are before the 15% tax deduction.

The fees described in the table of Fees and other costs section include, if applicable, GST less any reduced input tax credits (RITC) where relevant.

For more information about tax and your superannuation, please refer to the Understanding how your super and pension payments are taxed section on page 28, and section 5 of the Additional information booklet.

FUND MANAGER PAYMENTS

Members of the AMP group may receive payments of up to 0.30% per annum (plus GST) from investment managers for amounts invested in particular investment options available in *PortfolioCare Elements – Super/Pension*, including the cash balance. The amount received (if any) may be based on the amount invested with that manager, or on other factors. These payments, which may vary, are not an additional charge to you.

NEGATIVE CASH BALANCE INTEREST

If your cash balance falls below zero at any time, we charge interest on the negative balance at the same rate as interest paid on positive cash balances. See Negative cash balance in the Part 1 – PDS for more information.

DISCLOSURE OF FEES, COSTS AND BENEFITS BY YOUR FINANCIAL ADVISER

Your financial adviser must disclose to you any benefits they receive regarding your investment, including all fees and costs that you've negotiated with them. Please see your financial adviser's Financial Services Guide and/or Statement of Advice for further information on these benefits.

CHANGES TO FEES

Under the Trust Deed, we can change the fees and charges in this PDS, including increasing fees or adding new fees, without your consent. If we do this, we'll give you at least 30 days' written notice of the change.

Investment fees may be varied at any time by an investment manager, without notice to you. You can find the current fees and costs for your investment options in the investment option's PDS.

Download the latest version of your investment option's PDS from *Investor Online*.

SERVICES WE DON'T CHARGE FOR

There are some services that are currently at no extra cost to you, but which may incur fees in the future:

- expense recovery
- superannuation and family law – super splitting
- splitting your contributions with your spouse, and
- privacy information requests.

For more information on these services, see section 7 of the Additional information booklet.

DEFINED FEES

Activity fees

A fee is an activity fee if:

- a) the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:
 - i) that is engaged in at the request, or with the consent, of a member; or
 - ii) that relates to a member and is required by law; and
- b) those costs are not otherwise charged as an administration fee, an investment fee, a buy-sell spread, a switching fee, an exit fee, an advice fee or an insurance fee.

Administration fees

An administration fee is a fee that relates to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that:

- a) relate to the administration or operation of the entity; and
- b) are not otherwise charged as an investment fee, a buy-sell spread, a switching fee, an exit fee, an activity fee, an advice fee or an insurance fee.

Advice fees

A fee is an advice fee if:

- a) the fee relates directly to costs incurred by the trustee of the superannuation entity because of the provision of financial product advice to a member by:
 - i) a trustee of the entity; or
 - ii) another person acting as an employee of, or under an arrangement with, the trustee of the entity; and
- b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an exit fee, an activity fee or an insurance fee.

Buy-sell spreads

A buy-sell spread is a fee to recover transaction costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.

Exit fees

An exit fee is a fee to recover the costs of disposing of all or part of members' interests in the superannuation entity.

Indirect cost ratio

The indirect cost ratio (ICR), for a MySuper product or an investment option offered by a superannuation entity, is the ratio of the total of the indirect costs for the MySuper product or investment option, to the total average net assets of the superannuation entity attributed to the MySuper product or investment option.

Note: A dollar-based fee deducted directly from a member's account is not included in the indirect cost ratio.

Investment fees

An investment fee is a fee that relates to the investment of the assets of a superannuation entity and includes:

- a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
- b) costs incurred by the trustee of the entity that:
 - i) relate to the investment of assets of the entity; and
 - ii) are not otherwise charged as an administration fee, a buy-sell spread, a switching fee, an exit fee, an activity fee, an advice fee or an insurance fee.

Switching fees

A switching fee is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one class of beneficial interest in the entity to another.

EXAMPLE OF ANNUAL FEES AND COSTS FOR A BALANCED INVESTMENT OPTION

This table gives an example of how the fees and costs for the Experts' Choice Balanced Fund option for this superannuation product can affect your superannuation investment over a one-year period. You should use this table to compare this superannuation product with other superannuation products.

Example – Experts' Choice Balanced Fund option		Balance of \$50,000
Investment fees	Nil	For every \$50,000 you have in the Experts' Choice Balanced Fund option, you will be charged \$0 each year.
Plus Administration fees	0.6290% pa	And , you will be charged \$314.50 in administration fees. ¹
Plus Indirect costs for the Experts' Choice Balanced Fund option	0.96% pa ²	And , indirect costs of \$480 each year will be deducted from your investment.
Equals Cost of product ¹		If your balance was \$50,000, then for that year you will be charged fees of \$794.50 for the Experts' Choice Balanced Fund option.

¹ Additional fees and costs may apply, including contribution fees and adviser remuneration as agreed with your financial adviser.

² This is the investment management fee that applied to the Experts' Choice Balanced Fund option as at 1 December 2014.

YOUR INSURANCE OPTIONS

Your *PortfolioCare Elements – Super* account also offers a range of insurance options to help protect your financial security and give you added peace of mind.

Insurance is an important part of any financial plan, to help provide security for you and your family's lifestyle if you should become temporarily unable to work, seriously sick, injured, or should you pass away.

PortfolioCare Elements – Super gives you the option of applying for insurance cover as part of your account. You can choose from:

- **life protection:** pays a lump sum to your beneficiaries if you die
- **total and permanent disablement (TPD) protection:** pays a lump sum in the event of a disabling injury or illness, and
- **income protection:** pays a regular income if you're temporarily unable to work due to serious illness or injury.

Taking out insurance through super may be a cost-effective choice because your premiums are paid from your super contributions, rather than from after-tax personal income. Your financial adviser can help you decide whether insurance suits your situation and what level of cover you may need.

Please note: Insurance cover isn't available with pension accounts.

APPLYING FOR INSURANCE COVER

Insurance cover is available through AIA's Priority Protection for Platform Investors (PPPI)¹.

To apply for insurance cover, you'll need to obtain the relevant insurance PDS, available from your financial adviser or from amp.com.au/portfoliocare. Please read it carefully and consider your circumstances when deciding if this cover is right for you.

If you're accepted for cover, we'll deduct your insurance premiums from your *PortfolioCare Elements – Super* cash balance.

INSURANCE BENEFIT PAYMENTS

Insurance cover is provided under insurance policies held by the Trustee.

Insurance benefits that are payable from your insurance cover will be paid into your *PortfolioCare Elements – Super* cash balance prior to being released by the Trustee. To receive the benefit, you'll need to meet a condition of release under superannuation law.

Download the latest version of AIA's PPPI PDS from amp.com.au/portfoliocare.

¹ The AIA PPPI PDS is issued by AIA Australia Limited ABN 79 004 837 861, AFSL No. 230043.

HOW WILL THE BENEFIT BE PAID UPON DEATH?

We all want to make sure the people we care about will be looked after when we're gone. Here's some information on what happens to your investments if you die, and how to make sure benefits are distributed the way you choose.

With *PortfolioCare* Elements – Super/Pension you can nominate who you would like to receive your superannuation benefits, including any insurance payout, if you die. Generally, you can choose to pay the balance of your *PortfolioCare* Elements – Super/Pension to one or more dependants, or to your estate.

If you have a *PortfolioCare* Elements Pension account, you can also opt to continue pension payments to a dependant you choose.

TYPES OF BENEFICIARY NOMINATIONS

You can make a:

- Binding death benefit nomination: The Trustee is bound to pay your benefit to whoever you have nominated, as long as your nomination is valid.
- Discretionary death benefit nomination: The Trustee will consider the nomination provided by you but has discretion to pay your benefit to one or more of your dependants or your legal personal representative in whatever proportion the Trustee determines.
- Reversionary death benefit nomination (*PortfolioCare* Elements – Pension only): The reversionary nomination you select (ie automatic reversionary pension or discretionary reversionary pension) will determine if the Trustee is bound to pay your benefit as a pension to whoever you have nominated.

Whichever option you choose, the Trustee must generally ensure that the benefits are paid to your dependants (as defined in the Fund's Trust Deed and applicable superannuation law) or your legal personal representative.

If you don't nominate a beneficiary, the Trustee will determine who receives your benefits.

You can make or change a death benefit nomination at any time after opening your account by contacting the Customer Relations team on 1800 646 234, or by talking to your financial adviser.

REVERSIONARY PENSIONS

If you have a pension account, you can request that we continue to pay your pension to your beneficiary after your death. We call this a 'reversionary pension'.

Generally, we can only pay a reversionary pension to your spouse or, in some circumstances, your child. A reversionary pension will stop after the child reaches

25 years, and will be paid as a lump sum, unless the child is permanently disabled within the meaning of the *Disability Services Act 1986*.

i For more information on how your benefit will be paid if you die, including definitions of 'dependant' and 'spouse', refer to section 4 of the Additional information booklet.

WHAT HAPPENS TO YOUR INVESTMENTS?

If we're notified of your death, all of your assets will remain invested according to your investment instructions until such time as instructions are received by the Trustee in relation to your death benefit from a valid beneficiary/ies or your Legal Personal Representative, as determined by the Trustee.

The Trustee will then pay the value of these investments (subject to any withdrawal restrictions) and any insurance benefits you have to your beneficiary (or beneficiaries), as determined by the Trustee. If you have money invested in term deposits, it will remain invested until it reaches the maturity date.

ANTI-DETRIMENT PAYMENT

Following the death of a member holding a *PortfolioCare* Elements – Super account, the benefit payable may be increased to take into account the tax paid in respect of the contributions credited to the member's account. In effect, the contributions tax is refunded by the ATO, through the Fund, to the deceased member's dependant spouse, former spouse¹ or child.

Anti-detriment payments can also be made to the estate of the deceased member, but only to the extent that a beneficiary of the estate who is one of the persons aforementioned is expected to benefit from the estate.

It should be noted that financial and interdependent beneficiaries are not entitled to the benefits of the anti-detriment payment. Anti-detriment payments cannot be applied to a reversionary pension or where the beneficiary starts a pension with a death benefit.

i For more information on tax on death benefits, refer to section 4 of the Additional information booklet.

¹ Under SIS laws, a former spouse must also be a dependant (such as a financial dependant or interdependent) in order to be eligible to receive a death benefit from the fund.

KEEPING YOU UP-TO-DATE

PortfolioCare Elements – Super/Pension makes it easy to keep track of your investments, with 24-hour online access and detailed investment reports.

With *PortfolioCare Elements – Super/Pension*, you'll have access to consolidated information on all your investments. Here's how we keep you up-to-date:

Investor Online	Access information on your account anywhere, anytime, at investoronline.info . We'll send you your log-on details when we open your account. Use them to access the website and view your account details, access documents, read investor communications, download forms and PDSs, and manage your account details.
Investor report	You will receive an annual investor report, providing a clear picture of all your investments, including your opening and closing balance, transaction history, net earnings, and investment performance. Your investor report is available at <i>Investor Online</i> .
Annual report	The annual report for each financial year (to 30 June), with important information for members and fund financial statements, will also be available on <i>Investor Online</i> .
Annual Pension Review letter and PAYG Payment Summary (pension accounts only)	Your Annual Pension Review letter advises your pension limits for the coming year. If you receive a payment while under 60 years of age during that year, we'll also send you a PAYG Payment Summary to help you complete your income tax return.

INVESTOR ONLINE

Investor Online is our online investor service, providing secure access to a range of information about your account – 24 hours a day, seven days a week.

Using *Investor Online*

View account information anytime, anywhere	Manage your account
View detailed account and investment information, including: <ul style="list-style-type: none">• your account balance and transaction history at any point in time• a list and value of investments held at any point in time• your pension details and a Centrelink Schedule (if applicable)• your insurance details• account activity• tax and distribution information• PDSs for your underlying investments• periodic reports, including your annual report• notifications of material changes and significant events affecting your account, and• notices of any changes to fees, including the introduction of new fees or increases to current fees or costs.	Update account details in moments, including: <ul style="list-style-type: none">• changing your address, contact and email details• changing your PIN• adding your Tax File Number (TFN), and• downloading forms.

ELECTRONIC NOTIFICATIONS, eSTATEMENTS AND ONLINE COMMUNICATIONS

eSTATEMENTS AND ONLINE COMMUNICATION

You can view your correspondence, including reports, account actions and most letters, in the one secure location on Investor *Online* via **investoronline.info**.

If you choose to receive your correspondence online, instead of via mail, you can:

- save time – receive an eStatement notification email when something new is available
- reduce paper – cut back on storage, clutter and help the environment
- enjoy peace of mind – knowing your reports are stored securely online
- easily access your correspondence – view, download or print anywhere, anytime, and
- switch back to paper correspondence, at no extra cost at any time.

You can make the choice to receive correspondence online when completing your application, by notifying your financial adviser, registering on Investor *Online* or calling us. As important information about your *PortfolioCare Elements – Super/Pension* account may be sent to the email address you nominate in your application, it's important that you nominate your own current and active email address, and notify us immediately if your email address changes.

Refer to the Investor declarations, conditions and acknowledgments section for the terms and conditions applying to eStatements and online communications.

ELECTRONIC NOTIFICATIONS AND UPDATED INFORMATION

We may provide you with all information, including without limitation, any notifications, disclosure documents or other documents for underlying managed investments (information), required or permitted to be given to you under SIS laws, the Corporations Act, or any other relevant law:

- where it is or may become permissible under SIS, the Corporations Act or any other relevant law, via your financial adviser in writing or notice by email or other electronic communication (including by making it available at Investor *Online*), and
- directly:
 - by email (including emails containing a hypertext link), and
 - by other electronic communication (including documents containing a hypertext link or by making it available online at Investor *Online*).

If you're:

- a new investor, by making an application to open a *PortfolioCare Elements – Super/Pension* account, or

- an existing member, by giving an investment direction or switching request, using the regular buy feature, or by you (or someone on your behalf) making further contributions, on or after the date of this PDS, you agree that information can be provided to you in any of these ways.

WHEN WE SEND YOU DOCUMENTS

You agree we may give you documents and other communications by any of the methods specified below, including by sending them to any address for you, your financial adviser or your representative provided by you, or that the administrator reasonably believes is correct.

In this case, those documents and other communications are taken to be given if:

- online, when available
- sent by post (including a letter containing a reference to a website where the relevant document or other communication can be found), three business days after posting
- sent by fax, on production of a transmission report
- sent by email (including an email containing a hypertext link to one or more documents), one business day after the email is sent, or
- given personally, when received.

You will also have access to the above information through your financial adviser, and we may choose to send some or all of this information to you.

ADVISERNET REPORTS FROM YOUR ADVISER

Through AdviserNET, our comprehensive online service for financial advisers, your adviser can give you extensive information about your account, including unrealised capital gains estimates on *PortfolioCare Elements – Super* account assets.

COMMUNICATIONS FROM INVESTMENT MANAGERS

Managed investments are held in Asgard's name as custodian for you—Asgard is therefore the legal owner.

Because you are not the legal owner, you won't be able to exercise any unit holder rights, such as the right to attend meetings, the right to vote and the right to participate in any corporate actions.

In addition, you won't receive communications such as newsletters and investment reports that would be sent to you if you held these managed investments directly.

CONTACTING US

You can also call our Customer Relations team on 1800 646 234 at any time, or send an email to portfoliocare.client.services@asgard.com.au.

OTHER THINGS YOU NEED TO KNOW

Your privacy, your Tax File Number and other important things you need to know.

VERIFYING YOUR IDENTITY

Under superannuation law, we're required to comply with the AML/CTF Act.

This means that before we can accept you as a member or pay you a pension or any other benefits from your account, we need to confirm your identity. So when you apply for a *PortfolioCare Elements – Super/Pension*, we'll ask you to provide certain identification information, including documents that verify your identity. If you have an authorised representative to act on your behalf, we'll also need to identify them.

Under the legislation, we'll also need to confirm the identity of your beneficiaries, anyone involved with your estate, or anyone receiving a reversionary pension from you if you die.

We have the discretion to delay or refuse any transaction request if we think it may cause us to breach our obligations under the AML/CTF Act, or cause us to commit or participate in any offence. If we do this, you can't hold us liable for any inconvenience or loss you incur.

YOUR PRIVACY

We may collect personal information directly from you or your financial adviser.

The main purpose in collecting personal information from you is so that we can establish and manage your account. If you do not provide the required information, we may not be able to process your application or provide you with the products and services you have applied for.

We may collect personal information if it is required or authorised by law including the *Superannuation Industry (Supervision) Act 1993*, the *Corporations Act 2001* and the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

We may use your information for related purposes – for example, providing you with ongoing information about financial services that may be useful for your financial needs through direct marketing. These services may include investment, retirement, financial planning, banking, credit, life and general insurance products and enhanced customer services that may be made available by us, other members of the AMP group, or by your financial adviser. Please contact us on 1800 646 234 if you do not want your personal information used for direct marketing purposes.

We may need to disclose your personal information to other parties, such as:

- other members of the AMP group
- your financial adviser
- your parent or guardian, if you are under age 18
- external service suppliers who may be located in Australia or overseas, who supply administrative, financial or other services to assist the AMP group in providing you with AMP financial services. A list of countries where these providers are located can be accessed via our Privacy Policy
- The Australian Taxation Office (ATO) to conduct searches on the ATO's Lost Member Register for lost super
- your spouse or another person who intends to enter into an agreement with you about splitting your super as part of a marriage separation or a de facto (including same sex) separation (the law prevents us from telling you if we received one of these requests for information about your account)
- anyone you have authorised or if required by law.

Where you provide any information about one or more other persons, you agree to obtain any such person's consent to the disclosure and to inform them of our identity and contact details as well as the information set out in the Your privacy section, including:

- the fact that we will collect, or have collected, their information and the circumstances of that collection
- why their information is collected by us and how it will be used and to whom it may be disclosed by us, and
- that our privacy policy contains information about:
 - how the person may access their personal information and seek correction of such information
 - how the person may make privacy complaints about us and how we will deal with such a complaint.

Under the current AMP Privacy Policy you may access personal information about you held by the AMP group. The AMP Privacy Policy sets out the AMP group's policies on management of personal information, including information about how you can access your personal information, seek to have any corrections made on inaccurate, incomplete or out-of-date information, how you can make a complaint about privacy and information about how AMP deals with such complaints. The AMP Privacy Policy can be obtained online at amp.com.au or by contacting us on 1800 646 234.

TEMPORARY RESIDENTS LEAVING AUSTRALIA

If you have entered Australia on an eligible temporary resident visa, you can claim your super benefits once you have permanently left Australia. This option is not available to holders of subclass 405 and 410 visas, Australian and New Zealand citizens, or Australian permanent residents.

If you don't claim your benefit within six months of leaving Australia, your benefit may be paid as unclaimed super to the ATO. If this happens, we won't send you a notification or exit statement, but you can claim your money directly from the ATO. Visit ato.gov.au for details.

Relying on relief provided by the Australian Securities and Investments Commission, the Trustee is not obliged to notify or give an exit statement to a member who was a temporary resident where we transfer their super to the ATO following their departure from Australia.

YOUR TAX FILE NUMBER

Your TFN is confidential. So before you give us your TFN, we are required to tell you how we'll use it and keep it secure.

TAX FILE NUMBER NOTIFICATION

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

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

It is not an offence not to quote your TFN. However, if you don't give us your TFN, you won't have access to many of the benefits of your account.

Giving us your TFN will have the following advantages, which may not otherwise apply:

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

i For more information on your TFN, see section 5 of the Additional information booklet.

UNDERSTANDING HOW YOUR SUPER AND PENSION PAYMENTS ARE TAXED

As an incentive to save for your retirement, the super system offers some attractive tax advantages, including a low tax on earnings while invested in super, no tax on earnings in an allocated pension after retirement, and a low tax rate on contributions, depending on your individual circumstances.

Generally, you'll pay tax on:

- contributions to your super account
- investment earnings while invested in a super account (to a maximum of 15%), and
- withdrawals from super before you turn 60.

Tax laws are complex and everyone's situation is different, so it's important to consult your financial adviser or a taxation professional to understand the tax implications of your *PortfolioCare* Elements – Super/Pension account.

Depending on the account you hold, you'll need to be aware of:

Super	Pension
<ul style="list-style-type: none">• contributions tax• contribution limits• contribution surcharge• tax on investment earnings• tax deductions• untaxed elements• lump-sum withdrawals.	<ul style="list-style-type: none">• tax payable when starting a pension• tax on pension payments• tax on investment earnings• untaxed elements• lump-sum withdrawals.

i For more information on tax and your *PortfolioCare* Elements – Super/Pension account, see section 5 in the Additional information booklet.

PAYMENTS TO AN ELIGIBLE ROLLOVER FUND

An Eligible Rollover Fund (ERF) is a special type of super fund that is able to accept benefits that are transferred from another super fund without a member's consent.

We may transfer your benefits to this fund if the value of your account is less than \$2,000.

i For more information on ERF transfers, see section 7 in the Additional information booklet.

COOLING-OFF PERIOD

A 14-day cooling-off period applies to your initial investment in *PortfolioCare Elements – Super/Pension*. During this period, if you decide that this product does not meet your needs, you can simply tell us in writing and we'll refund your investment.

The amount we refund will be reduced or increased for market movements in your chosen investment options. We'll also deduct any tax or duty incurred, and a reasonable amount for transaction and administration costs. As a result, the amount returned to you may be less than your original investment.

If the underlying fund manager has imposed redemption restrictions on a selected investment option, there may be a delay in returning your funds to you.

The cooling-off period starts either when you receive confirmation of your membership or five days after your application is accepted—whichever is earlier.

If you have rolled over or transferred funds into *PortfolioCare Elements – Super/Pension* from another super fund, retirement savings account (RSA) or approved deposit fund (ADF), we can't directly refund any preserved or restricted non-preserved funds to you. Instead, we'll need to roll over or transfer these amounts to a super fund, RSA or ADF you nominate.

You cannot apply for a refund of your investment in *PortfolioCare Elements – Super/Pension* if you have exercised any rights or powers available under the terms of this product.

MAKING AN ENQUIRY OR COMPLAINT

If you have an enquiry, contact your financial adviser or us direct on 1800 646 234 from anywhere in Australia.

If you have a complaint, please let us know by writing to:

The Complaints Officer
PO Box 7229
CLOISTERS SQUARE WA 6850

Include in your letter the exact nature of your complaint, your name and your *PortfolioCare Elements – Super/Pension* member number. We are required to address your complaint within 90 days of receipt.

If you are not satisfied with our resolution or handling of your complaint, you may contact the Superannuation Complaints Tribunal (SCT). The SCT is an independent body set up by the Federal Government to help members or their dependants resolve super complaints. You may only approach the SCT if you have first been through the Fund's internal complaint procedure. Time limits apply to certain complaints to the SCT. If you have a complaint, you should contact the SCT immediately to find out if a time limit applies.

The SCT can be contacted as follows:

Address: Superannuation Complaints Tribunal
Locked Bag 3060
MELBOURNE VIC 3001

Phone: 1300 884 114

Website: sct.gov.au

ADDITIONAL INFORMATION BOOKLET

You can find more information on the following topics in the Additional information booklet:

- family law and super
- supply of member information to the ATO
- the Trust Deed
- the relationship between the Trustee and some companies in which the Fund will invest, and
- the relationship between the Trustee and some service providers.

REGULATED SUPER FUND CERTIFICATION FROM THE TRUSTEE (TO BE SHOWN TO ANY CONTRIBUTING EMPLOYER)

The Trustee has been granted a Registrable Superannuation Entity (RSE) Licence by the APRA. The RSE Licence number is L0002523.

The Trustee has registered the fund as an RSE with APRA. The registration number for the fund is R1055610.

The fund is:

- a resident regulated super fund within the meaning of SIS laws
- not subject to a direction under section 63 of SIS laws, and
- has never previously been subject to a direction under section 63 of SIS laws.

The Trustee therefore confirms that the fund is a complying super fund under Part 3-30 of the *Income Tax Assessment Act 1997*.

INVESTOR DECLARATION CONDITIONS AND ACKNOWLEDGEMENTS

BY COMPLETING AND SIGNING THE APPLICATION YOU:

Acknowledge that:

- We will effect investment transactions, within our capacity to do so, as part of the investment process.
- We reserve the right to reject deposits at our discretion.
- All withdrawals are subject to any investment managers' withdrawal restrictions.
- Except as expressly disclosed, we do not guarantee the capital amount invested or the performance of the investments which have been selected.
- We retain the right to establish and change any procedures we consider necessary or desirable to best manage your *PortfolioCare Elements – Super/Pension* account. We will provide you with at least 30 days notice of any such establishment or change if it is likely to have a material, adverse impact on you.
- Where your financial adviser lodges instructions using AdviserNET online transactions (online transactions):
 - 1) except to the extent required by law, we make no representations or warranties, express or implied, that online transactions are fault free, or as to the continuity, functionality, reliability or efficiency of online transactions, or the suitability of online transactions to you. You agree to your financial adviser lodging instructions in this manner at your own risk and solely in reliance on your own judgement, and not upon any warranty or representation made by us.
 - 2) except to the extent required by law, we will not be liable to you in contract, tort or otherwise (whether negligent or not), and you will not have any cause of action against or right to claim or recover from us for or concerning any loss or damage of any kind at all (including consequential loss or damage, and including but not limited to loss of profits and business interruption) caused directly or arising indirectly out of:
 - (a) your financial adviser's use of online transactions or any part of it
 - (b) any inaccuracy, defect, unintended inclusion, malfunction, default, error, omission, loss, delay or breakdown in online transactions
 - (c) any suspension of online transactions
- (d) any delay in the lodgement of, or execution of, instructions submitted electronically by your financial adviser, due to systems faults, communication failures or any other circumstance outside our reasonable control relating to the use of, or ability to operate, online transactions
- (e) any delay in the execution of instructions arising from us following our standard procedures in the usual course of our business, including, without limitation, ensuring the instructions do not contravene any of our investment or other requirements
- (f) any breach of the AdviserNET online transactions agreement by your financial adviser, or any error or omission made by your financial adviser with respect to the use of online transactions, including, but not limited to, the completion of instructions and their submission, and the order in which your financial adviser submits them
- (g) the order in which we process instructions submitted by your financial adviser
- (h) the processing of an instruction submitted by your financial adviser electronically which contradicts an instruction lodged in paper format with us
- (i) the fact that information about you on AdviserNET is not identified as current
- (j) your financial adviser's failure to comply with reasonable instructions and documented practices relating to the electronic submission of instructions or training material provided by us from time to time
- (k) the execution of transactions by or involving third parties
- (l) online transactions not functioning in the manner contemplated by your financial adviser where the instruction is complex or your account with us is complex
- (m) us rejecting or returning an instruction
- (n) any breach by your financial adviser of the superannuation law, or
- (o) any other act, matter, thing or condition beyond our reasonable control relating to the use of, or ability to operate, online transactions.

- We need not act on instructions if:
 - 1) in our reasonable opinion they are invalid or otherwise cannot be given effect under these terms and conditions
 - 2) we reasonably doubt their authenticity
 - 3) acting on them would in our opinion be impracticable
 - 4) we suspect that they do not comply with any relevant security or administrative requirement
 - 5) your account is suspended, or
 - 6) they were received after we had decided to terminate your account,

and we will not be liable for failing to so act or for acting despite one of the above circumstances existing.

- We may provide confirmations of transactions on a transaction-by-transaction basis or by means of a standing facility, and may change from one means to another. You agree that confirmations may be provided by either means.
- We are not aware of your investment objectives, financial position and particular needs. Accordingly, the provision of products available through the account should not be taken as the giving of investment advice by us.
- There may be changes to the investment options or other changes within *PortfolioCare* Elements Super/Pension, including the addition, removal or withdrawal of investment options. In the case of significant changes, we will notify you electronically (see Electronic notifications, statements and online communications on page 26 for more information about electronic notification) or via your financial adviser (where it is or may become permissible under superannuation law).
- At the time further investments are made by us on your behalf into a managed investment in which you already have an investment, you may not have received:
 - the current PDS for the managed investment, or
 - information about material changes and significant events that affect the managed investment (that the responsible entity of the managed investment is required to give a person who acquired an interest in the managed investment directly, unless exceptions apply).
- You have read and understood the Important information on the inside front cover of this PDS.
- You have read and understood the Privacy statement on page 27 of this PDS, and you consent to the collection, maintenance, use and disclosure of personal information in accordance with the privacy statement. When you provide information about another individual, you declare that the individual has been made aware of that fact and the contents of the privacy statement. You also declare you have the authority of each principal, company officer or partner that you purport to represent.

- If your employer subscribes to an employer portal (eg to pay contributions), they may lodge certain instructions on your behalf electronically. You agree to your employer lodging instructions in this manner, and acknowledge we bear no liability, nor are we in anyway responsible for the conduct of your employer. This facility is only provided to your employer on the condition that the information they provide (and payments made) are to give effect to them meeting their superannuation obligations on your behalf. We are not liable for any loss arising from the use of this facility.
- Your rights in relation to your account are governed by the terms of the Trust Deed dated 13 November 1995, as amended from time to time (a copy is available free from us) governing the operation of the *PortfolioCare* Elements – Super account and *PortfolioCare* Elements – Pension account, and you agree to be bound by such terms.
- You're aware of the following details:
 - We can collect your TFN under the SIS laws.
 - When you or your employer provide your TFN to us, it will only be used for legal purposes. This includes finding or identifying your superannuation benefits where other information is insufficient, calculating tax on any eligible termination payment you may be entitled to, and providing information to the Commissioner of Taxation (amongst other things to enable the Commissioner of Taxation to assess any surcharge payable on superannuation contributions made by or for you). These purposes may change in the future.
 - It is not an offence if you choose not to quote your TFN. However if you or your employer don't provide us with your TFN, either now or later, you may pay more tax on your benefits than you have to, AND a surcharge (which may not have been payable if you had provided your TFN) may be payable on contributions made by or for you. In some circumstances, the surcharge may be reclaimed through the ATO. It may also be more difficult to locate or amalgamate your superannuation benefits in the future to pay you any benefits you are entitled to. Also, we will not be able to accept all types of contributions to your account if we do not have your TFN. These consequences may change in the future.
 - If you or your employer supply us with your TFN, we may provide it to the trustee of another superannuation fund or to a retirement savings account provider that is to receive your transferred benefits in the future. However, we will not give your TFN to such a trustee or retirement savings account provider if you tell us in writing that you don't want us to do so. We may also give your TFN to the Commissioner of Taxation. Otherwise your TFN will be treated as confidential.

Confirm that:

- If you're making a deposit in your *PortfolioCare Elements – Super* account, including a deposit to be converted into a rollover and deposited into an account in *PortfolioCare Elements – Pension*, you are eligible to do so under superannuation law as set out in the table in section 1 of the Additional information booklet.
- If an eligible spouse contribution has been made to your account, you are either in a de facto relationship with your spouse or are legally married or living together on a bona fide domestic basis, and your spouse is not entitled to a tax deduction for the contribution.
- You authorise us to give information relating to your account and investments in your account (including disclosure documents for those investments) to your financial adviser, and acknowledge that your financial adviser is your agent for the purpose of receipt of this information.
- Your use of the services we provide will not breach any law of Australia or any other country
- We will not be liable to you or any other person for any loss or damage of any kind that may be suffered as a result of us exercising any of these rights, and
- Adviser fees you instruct us to deduct from your account and pay to your financial adviser are for advice and services provided by your financial adviser in relation to your *Elements – Super/Pension* account.

Agree:

- To provide us with any information we may request which relates to your membership of the account, and you further undertake that, should any information you provide change, you will notify us of this change as soon as reasonably possible.
- That if accessing *Investor Online*, to be bound by the *Investor Online* terms and conditions, as amended from time to time. You will accept those terms and conditions when you use the service.
- That if accessing an employer portal, to be bound by the employer portal terms and conditions, as amended from time to time. You will accept those terms and conditions when you use this service.
- That changes to fees and costs, including fees and costs for underlying investments, may be accessed by you through *Investor Online*, and that you should only make an investment decision after accessing that information.
- That it is a condition of your participation in *Elements – Super/Pension*, including our acceptance of contributions or instructions by or for you relating to your participation in *Elements – Super/Pension*, that:
 - we may rely on any information ('information') given to us by or for you, including information in relation to your contributions or your TFN,
 - we are not required to inform you of your capacity to contribute to *Elements – Super/Pension* or the consequences (including adverse consequences) to you, if you:
 - make or do not make contributions to *Elements – Super/Pension*

- do not provide information, or
- provide incomplete information
- you comply with any other conditions which are notified to you by us which we reasonably believe are necessary or desirable for compliance with the new tax laws (super simplification tax changes), and
- you consent to the Trustee and Asgard deducting and paying adviser fees to your financial adviser (or to their dealer group who will receive the payment on behalf of your financial adviser) from your account on your behalf, as a remuneration for financial advice and related services that your financial adviser provides in relation to your account.

TAX FILE NUMBER

We are required to provide you with the following information before you supply your TFN. Your TFN is confidential, and you should be aware of the following details before you decide to provide it:

- We can collect your TFN under the SIS laws.
- If you do provide your TFN to us, it will only be used for legal purposes. This includes finding or identifying your superannuation benefits where other information is insufficient, calculating tax on any rollover you may be entitled to, and providing information to the Commissioner of Taxation. These purposes may change in the future. We may also use your TFN and other relevant information to undertake searches of the lost members register and other records held by the ATO and to obtain information about superannuation benefits you may have with other superannuation providers.
- It is not an offence if you choose not to quote your TFN. However, if you do not provide us with your TFN, either now or later, you may pay more tax on your benefits than you have to. You may also pay the highest marginal tax rate on employer contributions and the taxable component of withdrawals. You will also be unable to make personal contributions to your account. It may also be more difficult to locate or amalgamate your superannuation benefits in the future to pay you any benefits you are entitled to. These consequences may change in the future. Where the contribution has been made in respect of insurance cover, and we are obliged to return the contribution, then your insurance cover will automatically lapse without further notification to you.
- If you supply us with your TFN, we may provide it to the trustee of another superannuation fund or to a RSA provider, where that RSA provider or trustee is to receive your transferred benefits in the future. However, we will not pass your TFN to such a trustee or retirement savings account provider if you tell us in writing that you don't want us to. We may also give your TFN to the Commissioner of Taxation. Otherwise your TFN will be treated as confidential.

TERMS AND CONDITIONS FOR ESTATEMENTS AND ONLINE COMMUNICATIONS

Where you elect to receive communications from us online via Investor *Online*, you agree:

- to receive the communications you have requested electronically by regularly accessing them using Investor *Online*
- that registration, access to, and delivery of eStatements and online communications via Investor *Online* is at no extra cost
- to register or be registered and remain registered as a user of Investor *Online*
- any communication given to you online by making it available to you to access via Investor *Online* will be taken to be delivery of the communication to you one business day after the email has been sent to your nominated email address that the communication is available
- we will send an eStatement notification email to your nominated email address when a communication is available for you to access via Investor *Online*
- you have provided your nominated email address in your application, through your adviser or via Investor *Online* and you (or your financial adviser, on your behalf) are responsible for notifying us of any change to your nominated email address
- the nominated email address you have provided is your own
- to ensure we can deliver your eStatements, any change to your email address must be submitted before the effective end date of the upcoming report (eg 30 June)
- we'll automatically cancel your request for eStatements and online communications and switch you back to paper communications sent via mail if we're unable to successfully deliver emails to your nominated email address because it is not valid
- to resume eStatements after being switched back to paper communications, you will need to opt-in to online communications again and provide us with a valid email address
- you will be able to access such communications at any time while your account is open and you have access to Investor *Online*
- to keep your nominated email address current and active to continue to ensure your mailbox can receive email notifications from us (eg there must be sufficient storage space available in your inbox)
- to ensure your mailbox junk mail and spam filters allow emails to be received from us
- to tell us as soon as possible if you are unable to access your email, Investor *Online* or your eStatements for any reason
- to regularly check for delivery of your eStatements regardless of whether or not you have received an email notification
- to take reasonable and appropriate security measures in relation to your computer and email access
- you can download a copy of any such communication free of charge
- we will send you a free paper copy of any such communication, at your request
- we may give you any communication in any other method permitted by law
- you may cancel your request to receive online communications at any time, however, you acknowledge that it may take up to two days for us to process your cancellation request and recommence sending you paper communications via mail
- we may at any time vary, suspend or cancel your access to eStatements and online communications via Investor *Online*. If we do this, we will provide notice to your nominated email address as soon as is reasonably practicable and will resume sending you paper communications via mail
- we will notify you of any change to these terms and conditions either by email to your nominated email address, via Investor *Online* or by mail
- we are not responsible for any losses whatsoever (including consequential loss) arising from unauthorised access to your email account, your inability to access your email account or because we have had to cancel your access to eStatements and online communications and resume sending you paper communications via mail, and
- we are not responsible for any costs associated with updating, modifying or terminating your software or hardware to enable you to access eStatements or Investor *Online*.

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