AMP Life
Part of the Resolution Life Group

AMP® Eligible Rollover Fund

Product Disclosure Statement
Issued 30 September 2020

Contents:

This product disclosure statement (PDS) is a summary of significant information and contains a number of references to important information in the fact sheet which forms part of this PDS. You should consider the information in the PDS and fact sheet before making a decision about AMP Eligible Rollover Fund.

Information in the **PDS** may change from time to time. We may update information that is not materially adverse to you by way of a **PDS update**. However, if the change to the information is materially adverse, we will issue a new **PDS**. You can obtain this updated information free of charge by visiting **amplife.com.au/erf**, by calling us on 133 731 or from your financial adviser.

The information provided in this PDS is general information only and does not take into account your personal financial situation or needs. You should obtain financial advice tailored to your personal circumstances.

1. About AMP Eligible Rollover Fund

AMP Eligible Rollover Fund receives small, lost and inactive super accounts transferred by other super funds, approved deposit funds, retirement savings accounts and in some circumstances certain super payments from the Australian Taxation Office (ATO).

Super funds are permitted to transfer accounts to an eligible rollover fund (ERF) like AMP Eligible Rollover Fund without the member's prior consent. Often super funds transfer accounts to an ERF if they have lost track of a member due to the following reasons:

- change of address
- change of name or job
- no recent contributions, or
- a small account balance.

AMP Eligible Rollover Fund is not like other super accounts in that it is **unable to accept**:

- employer (concessional) contributions
- spouse contributions
- contributions made through a salary sacrificing arrangement, or
- government co-contributions.

The trustee of AMP Eligible Rollover Fund and issuer of this **PDS** and the **fact sheet** is Equity Trustees Superannuation Limited (ETSL) ABN 50 055 641 757 (Trustee) AFS Licence No. 229757 and throughout this **PDS** is referred to as 'the Trustee', 'we', 'us' or 'our'. AMP Eligible Rollover Fund is also referred to as the Fund. Information about the Fund and the Trustee, including its executive officers, can be found at **amplife.com.au/trusteedetails**.

AMP Eligible Rollover Fund invests in a **capital guaranteed life insurance policy** (the Policy) under which the investment return cannot be negative and is issued to us by AMP Life Limited (AMP Life). We are the owner of the Policy and under the Policy AMP Life guarantees to us the full value of members' benefits.

AMP Capital Investment Limited (AMP Capital) ABN 59 001 777 591, AFSL No. 232497, is the investment manager appointed by AMP Life, and the responsible entity for many managed investment schemes that AMP Life invests in. Under these managed investment schemes, AMP Capital appoints either itself and/or companies to be the investment manager(s).

Issued by Equity Trustees Superannuation Limited (ETSL) ABN 50 055 641 757 AFSL No. 229757, the trustee of AMP Eligible Rollover Fund ABN 32 931 224 407.

AMP

Resolution Life

2. How super works

Super is a long-term investment and a tax-effective way of saving for your retirement which is, in part, compulsory. The government provides tax savings to help you save more in super however, there are limits on the contributions that receive tax concessions. Putting in place a suitable strategy for your super can increase the likelihood of you doing what you want to when you retire.

Note though, AMP Eligible Rollover Fund is a temporary repository for your super and not a long-term investment account. You or your employer cannot make contributions to your account.

If you are employed, your employer is required to make regular super contributions on your behalf, which are referred to as Superannuation Guarantee (SG) contributions. You usually have the right to choose the fund into which your SG contributions are paid.

In addition to the SG contributions, there are also a number of different types of contributions that can be made to super. These include personal (before and after tax) voluntary contributions and government co-contributions, all of which have certain limitations on the amounts that can be contributed. If you exceed these limits in a financial year you will incur additional tax.

The government has placed a number of restrictions on your ability to access and withdraw your super savings, however you should consider consolidating your AMP Eligible Rollover Fund account with your active super account.

You should read the important information about **how super works** before making a decision. Go to the **fact sheet** available at **amplife.com.au/erf**. The material relating to **how super works** may change between the time when you read this Statement and the day when you acquire the product.

3. Benefits of investing with AMP Eligible Rollover Fund

AMP Eligible Rollover Fund's purpose is to be a temporary repository for amounts transferred to the Fund from other regulated super funds. AMP Eligible Rollover Fund not only preserves your investment, but will undertake activities to assist in locating any lost super you may have so that you can consider consolidating all your accounts (including your AMP Eligible Rollover Fund account) into your active super account. Your money will be invested in a single diversified investment strategy and AMP Life provides a guarantee that the crediting rate will not be negative.

When you become a member, we will send you a **welcome letter** which includes details of your AMP Eligible Rollover Fund account along with a copy of this **PDS**.

Each year you will receive an annual statement detailing the activity on your account and the balance of your account at 30 June. Additionally, you will have access to the Trustee's Annual Report by downloading it from our website **amplife.com.au/erf**. If you would like a copy mailed to you, you can request this by calling 133 731.

Consolidation of multiple accounts

Government legislation requires the Trustee to identify members with multiple accounts within a fund. In addition, legislation also provides that we may transfer your AMP Eligible Rollover Fund account into your active super account, where that account has received at least one contribution or rollover in the past 12 months. This active super account may reside in another super fund.

We do not require your consent to consolidate your accounts in these circumstances.

Members with multiple accounts are identified and reviewed on an annual basis.

4. Risks of super

Super is a type of investment and all investments carry a degree of risk, for example:

- All markets go up and down, causing asset values to vary. The extent to which markets move up and down is called volatility. In general, asset classes with a higher potential return also have a higher level of risk.
- History has shown that investments with the best long-term returns, like shares and property, also show the most short-term volatility and risk.
- Your returns may be less than inflation.
- Past performance of an investment is no guide to the future performance and returns will vary.
- Super laws may change in the future.
- Your super savings and returns might still not be enough to give you the retirement you want.

The level of investment risk that you are comfortable with will depend on a number of factors, including your investment goals, your age, your investment timeframe, your risk tolerance and the nature of any non-super assets you have invested.

Standard Risk Measure

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

The following table sets out the Standard Risk Measure bands/labels used for investment options based on the estimated number of negative annual returns that an investment option may experience over any 20-year period. Negative annual returns may not occur in consecutive years.

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 investment risk. For instance, it does not detail what the size of a negative return could be or if a positive return is less than an investor may need to meet their objectives. And it doesn't take into account the impact of administration fees and tax on the likelihood of a negative return.

You should still consider the likely investment return and investment timeframe and ensure you are comfortable with the risks and potential losses associated with your chosen investment option/s. Note however that there is only one investment option available in AMP Eligible Rollover Fund.

For further information on the methodology used to establish the Standard Risk Measure, please go to **amplife.com.au**.

5. How we invest your money

The Fund invests in a capital guaranteed life insurance policy, under which the investment return cannot be negative.

The Policy issued to us by AMP Life is a participating policy in AMP Life's No.1 Statutory Fund. Participating policies are administered in accordance with the *Life Insurance Act 1995* and the *Insurance Contracts Act 1984*. Under these Acts, an annual profit is determined for each class of participating policies and shared between the policy owner and the life company (AMP Life). At least 80% of that profit must be allocated to the participating policy owner(s).

Currently for AMP Eligible Rollover Fund, 92.5% of the annual profit is allocated to the policy owner and 7.5% is allocated to AMP Life. The Fund's declared crediting rates are a distribution of profit to members.

Due to the nature of the guarantee, the Fund has a lower risk investment profile. This means over the medium to long term this Fund may earn less than others with higher risk investment profiles. Earnings may also not keep pace with inflation, which could result in a reduction in the future purchasing power of your investment.

Crediting rates

Crediting rates are determined in advance and may increase or decrease at any time without notice. The amount credited to your account depends on the size of your account balance and is calculated based on your daily balance and credited annually (on 30 June) or upon earlier withdrawal.

Under the Policy, crediting rates are declared following a review based on:

- recent investment returns within AMP Life's No. 1 Statutory Fund
- an allowance for fees, costs and taxes
- an assessment of future investment returns.

The review allows AMP Life to ensure that it can continue to fund its guarantee from its statutory fund reserves.

Crediting rates can be zero but will not be negative and any changes to crediting rates affect your account from the date of the change to the crediting rate. Any interest accrued on your account to date is not affected by any future changes to crediting rates.

The current crediting rates can be found at **amplife.com.au/erf**

AMP Eligible Rollover Fund investment option

Investment objectives and strategy	To provide a single diversified investment with capital protection by investing in a core portfolio of cash and fixed interest, with limited exposure to equities, alternative investments, property and infrastructure. Changes to investment allocations, including the use of derivatives, can be made according to the outlook for the various investment sectors and the nature of the investment.	
Investor profile	The AMP Eligible Rollover Fund may only accept rollovers and transfers from other superannuation funds or retirement savings account providers. It is a complying eligible rollover fund under the *Superannuation (Industry) Supervision (SIS) Act 1993*. The AMP Eligible Rollover Fund utilises a crediting rate process which provides a more smoothed investment return over time, removing some of the volatility of returns typical of the underlying asset mix.	
Strategic asset allocation	Asset class	Asset allocation range
	Fixed interest and cash	80%–100%
	Shares and alternative investments	0%–20%
	Listed property and infrastructure	0%–10%
	Direct property and infrastructure	
Minimum suggested timeframe for investment	No minimum	
Standard Risk Measure	1/ Very Low	

Investment option asset details

Fixed interest and cash – includes government and semi-government bonds and corporate fixed interest and floating interest rate securities issued by Australian or overseas governments or enterprises. Cash may include government and bank guaranteed securities and promissory notes issued by major corporations with acceptable credit ratings.

Shares and alternative investments – includes shares in companies listed on domestic and international share markets and may include some allocation of listed companies in emerging economies. Alternative assets are growth assets that fall outside equities/property/infrastructure and are generally not accessible through listed markets or in an unbundled form, for example private equity.

Property and infrastructure – Includes property/infrastructure investments listed on the Australian or global securities exchanges and/or unlisted property/infrastructure trusts.

The use of derivatives

We do not invest in derivatives. The underlying investment managers may use derivatives such as options, futures, swaps or forward exchange rate agreements.

The use of derivatives by investment managers is in accordance with the guidelines of the investment strategy, the objectives of the investment option and the relevant risk management practices on the use of derivatives.

Derivatives can be used for many purposes, including hedging to protect an asset against market fluctuations, reducing the transaction costs of achieving a desired market exposure, and maintaining asset allocation.

Environmental and socially responsible considerations

AMP Capital is the investment manager appointed by AMP Life under an investment management agreement with AMP Life and is the responsible entity for the many managed investment schemes that AMP Life invests in. It appoints itself and other companies to be the investment managers of these schemes.

AMP Capital will take account of, and will instruct its external investment managers to take account of, labour standards, environmental, social, ethical or governance considerations in the selection, retention or realisation of investments across all asset classes (other than cash, sovereign bonds, derivatives, and exchange traded funds), in the manner set out below.

AMP Capital acknowledges there are links between a company's environmental and social impacts, the quality of its corporate governance, and its long-term financial success. AMP Capital has an ESG (Environmental, Social and Corporate Governance) and Responsible Investment (RI) Philosophy describing its approach to considering these issues in their investment decision making which is available at **ampcapital.com.au/esg**.

Securities lending

Securities lending is an arrangement where the holder of securities agrees to provide its securities to a borrower for a specified period of time and the borrower agrees to return equivalent securities at the end of that period in return for a fee. The borrower is required to post collateral as security for the borrowing. The aim of securities lending is to generate positive investment returns but this is not guaranteed.

The Trustee does not engage in securities lending. However, through the Policy we hold with AMP Life, the selected fund managers (including AMP Capital) may lend a portion of their securities as part of their investment strategy.

There are a number of risks involved in securities lending, including the borrower failing to repay the securities lent and failing to pay calls for collateral. AMP Life and the selected fund managers who engage in securities lending have processes in place to manage these risks, including requiring the borrower to post collateral as security. The costs incurred for securities lending are paid by agreement with the lending agent whereby the lending agent retains a portion of the gross revenue.

6. Fees and costs

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.

You or your employer, as applicable, may be able to negotiate to pay lower fees. 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.

The table on the following page 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. Entry fees and exit fees cannot be charged.

You can use the information in this table to compare the costs between different superannuation products.

AMP Eligible Rollover Fund			
Type of fee	**Amount**		**How and when paid**
Investment fee[i]	0.69% pa[iii]		The **investment fee**[ii] is reflected in the crediting rates which are set in advance and applied daily to your account balance. It is not directly deducted from your account.
Administration fee[i]	**Account Balances ($)**	**% pa**	The **administration fee** is reflected in the crediting rates which are set in advance and applied daily to your account balance. It is not directly deducted from your account.
	0–9,999.99	1.15	
	10,000–49,999.99	0.85	
	50,000+	0.62	
Buy-sell spread	Nil		Not applicable
Switching fee	Nil		Not applicable
Advice fees relating to all members investing in a particular investment option	Nil		Not applicable
Other fees and costs	Nil		Not applicable
Indirect cost ratio[i]	Estimated to be 0.09% pa[iii] (for the 12 months to 30 June 2020).		**Indirect costs**[iv] are deducted from the underlying assets of the investment option as and when they are incurred and are reflected in the declared crediting rate. They are variable and may be more or less than the amount shown.

(i) If your account balance for a product offered by the superannuation entity is less than $6,000 at 30 June, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% (after the benefit of any tax deduction passed on to you) of the account balance. Any amount charged in excess of that cap will be refunded.
(ii) The **investment fee** includes an estimate of costs deducted from underlying investments based on the last financial year. This estimated amount may vary and as a result the **investment fee** may be more or less than the amount shown.
(iii) Past costs are not a reliable indicator of future costs.
(iv) Refer to the **additional explanation of fees and costs** below for more information.

For more information on fee definitions, take a look at the Eligible Rollover Fund fact sheet at **amplife.com.au/erf** or talk to your financial adviser.

Additional explanation of fees and costs

Indirect costs

The Trustee has elected to treat certain costs that are not paid out of the superannuation fund as **indirect costs**. These are disclosed under the **indirect cost ratio** and consist of **performance based fees** and **other indirect costs**.

The fees we charge are not subject to this election and are disclosed under the relevant fee headings in the above fees and other costs table. In addition, estimates of any management fees charged by any investment managers appointed by us, or any underlying investment managers, are disclosed under the **investment fee**.

Performance - based fees

The Trustee does not directly charge a performance fee, however **performance - based fees (PBFs)** may be paid to certain investment managers. A **PBF** is a reward an investment manager receives if they exceed specific performance targets, normally up to 25% of the outperformance over the relevant benchmark index. Any **PBFs** charged are deducted from the underlying assets of the fund and reflected in the crediting rate declared and are in addition to any **investment** or **administration fees**.

Performance fees are calculated on the out-performance of the relevant underlying investment and fees will be paid regardless of whether the overall fund under performs.

Each **PBF** is calculated slightly differently but they all have the following common elements:

– A **PBF** is only payable to a manager if they achieve a target level of return.
– Each time a **PBF** is paid the portfolio must reach the previous highest value plus the appropriate performance hurdle before a new PBF is payable.
– **PBFs** are calculated and accrued regularly (at least monthly) and incorporated into the calculation of unit prices. The accrued PBF can rise or fall in line with delivered performance.
– **PBFs** are only payable at the end of each financial year and in certain circumstance payments may be delayed.

PBFs are estimated to be 0.00% pa for the last financial year. This amount is not an indication of future performance and should not be relied on as such.

Other indirect costs

Other indirect costs are incorporated into the investment option's declared crediting rate. They are not fixed, will vary from time to time and will depend on the actual mix and type of assets of the underlying investments, the trading of those assets, and the actual costs incurred.

They comprise of:

- certain **transaction costs**, such as brokerage, settlement and clearing costs, stamp duty, and the buy/sell spreads of any underlying managed funds;
- investment related costs, such as audit and legal fees, tax and accounting services, custody, regulatory compliance and registry services and securities lending costs; and
- costs of investing in, and trading, over-the-counter (OTC) derivatives.

They do not include **borrowing costs** or certain other **transactional and operational costs.**

Other indirect costs are estimated to be 0.09% pa for the last financial year, however past costs are not a reliable indicator of future costs.

Transactional and operational costs

Transaction costs

Transaction costs include brokerage, settlement and clearing costs, stamp duty, the buy/sell spreads of any underlying managed funds and the bid/offer spread on any physical securities such as shares and bonds.

A buy spread on a managed fund represents the difference between the (higher) buy price and the net asset valuation of the fund, whereas the sell spread represents the difference between the (lower) sell price and the net asset valuation of the fund.

A bid/offer spread of a physical security represents the difference between the highest price that a buyer is willing to pay (bid) for a security and the lowest price that a seller is willing to accept (offer) for the same security.

Transaction costs are deducted from the assets of the investment option as and when they are incurred and are an additional cost to you.

Transaction costs are estimated to be 0.27% pa for the last financial year (which reduced the return on investment), however past costs are not a reliable indicator of future costs. Of this amount, estimated transaction costs of 0.06% pa have been included in **other indirect costs** (this amount will not exceed 0.50% of the AMP Life Statutory Fund).

Property operating costs

The investment option has direct and underlying investments that have exposure to real estate assets or hold investment vehicles that have exposure to real estate assets and which incur **property operating costs** in relation to the management of these assets, including rates, utilities, repairs and maintenance costs that have not been recovered from tenants.

Property operating costs are deducted from the assets of the investment option as and when they are incurred and are an additional cost to you. They are estimated to be 0.02% pa for the last financial year, however past costs are not a reliable indicator of future costs. They are not included in **other indirect costs**.

Borrowing costs

The investment option has underlying investments that use gearing to gain increased asset exposures. **Borrowing costs** associated with gearing include interest, government charges and debt advisory costs.

Borrowing costs are deducted from the assets of the investment option as and when they are incurred and are an additional cost to you. They are estimated to be 0.02% pa for the last financial year, however past costs are not a reliable indicator of future costs. They are not included in **other indirect costs**.

Fees payable to a financial adviser

You may have to pay additional fees to a financial adviser if you consult one. Please refer to the **statement of advice** you will be given for details of any advice fees. Note, fees payable to a financial adviser cannot be made from your AMP Eligible Rollover Fund account.

Changing the fees

We can introduce new fees or change existing fees at any time, however, we must provide you with at least 30 days' notice where the change results in an increase in fees.

New fees can be charged or existing fees changed if:

- AMP Life changes its fees under the super policy we hold, or
- permitted by law.

In this product, fees and costs are ultimately reflected in the crediting rates.

Taxation information

The actual amount of fees you pay may be reduced by up to 15%. This is because superannuation funds currently receive a tax deduction for deductible expenses. The benefit of this tax deduction is passed on to you.

Fees and costs are shown before the benefit of any income tax deductions and include stamp duty and GST less any reduced input tax credits that may apply.

Further information about the tax features of this product is set out below.

Example of annual fees and costs

This table gives an example of how the fees and costs for the AMP Eligible Rollover Fund 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 – AMP Eligible Rollover Fund	Balance of $50,000	
Investment fees	0.69% pa	For every $50,000 you have in the superannuation product you will be charged $345 each year.
Plus Administration fees(i)	0.62% pa	**And**, you will be charged $310 in administration fees.
Plus Indirect costs for the superannuation product	0.09% pa	**And**, indirect costs of $45 each year will be deducted from your investment.
Equals Cost of product(ii)		If your balance was $50,000, then for that year you will be charged fees of **$700** for the superannuation product.

(i) The administration fee is charged in different tiers which varies depending on your account balance. For account balances less than $50,000, the administration fee will be higher.

(ii) This example is illustrative only. Actual fees and costs will depend on your account balance.

You should read the important information about **fees and other costs** before making a decision. Go to the **fact sheet** available at **amplife.com.au/erf**. The material relating to **fees and other costs** may change between the time when you read this Statement and the day when you acquire the product.

7. How super is taxed

Taxation

Taxation of super is complex we recommend you obtain professional tax advice that takes into account your own personal circumstances.

Note that the information provided in this section is of a general nature and does not constitute advice.

Contributions tax

AMP Eligible Rollover Fund does not accept any contributions.

Investment earnings tax

Earnings on your net investment in AMP Eligible Rollover Fund are taxed at a maximum rate of 15%.

This tax is deducted before we declare the net crediting rates (that is, crediting rates are net of this tax).

Tax on withdrawals

All super benefits received by you on or after age 60 are tax free.

If you are under age 60, you may have to pay tax on the 'taxable component' of your withdrawal benefit when you withdraw money from the Fund. The amount paid will depend on your own circumstances, including your age, as follows:

Age	Component	Tax treatment
Aged 60 and over	Tax free	No tax payable
	Taxable – taxed element	
Aged between preservation age to 59 [i]	Tax free	Nil
	Taxable – taxed element	First $215,000[ii] is tax free The rest is taxed at 15% (plus Medicare levy)
Aged less than 'preservation age'	Tax free	Nil
	Taxable – taxed element	Taxed at 20% (plus Medicare levy)

(i) Please refer to the table on page 3 of the **fact sheet** for your preservation age.

(ii) This is the low-rate cap amount for the 2020/21 financial year. You are only allowed one low-rate cap amount regardless of how many funds you are invested in and whether they are taxed or untaxed. The low-rate cap amount may be reduced by previous lump-sum withdrawals of tax-free amounts. The low-rate cap amount is indexed annually in accordance with average weekly ordinary time earnings.

If you are rolling your benefit over to another super fund no lump-sum tax is payable.

Super lump-sum withdrawal – less than $200

If you withdraw your entire super as a lump sum you will receive it tax free provided:

– you are a lost member who has subsequently found your super, and the entire amount of the benefit is less than $200 and results in a closure of your account.

Note: Super funds are required to transfer certain lost accounts to the ATO. Former holders of these accounts will still be able to reclaim their money from the ATO at any time, subject to any preservation rules that may apply at that time.

TFN notification

It is important that you provide us with your TFN to ensure you do not pay additional tax on your super benefits. Whilst it is not a legal requirement to provide your TFN, there are consequences of not doing so, for example, any withdrawal benefits will be taxed at the highest marginal rate (plus Medicare levy).

Under the law we are authorised to collect, use and disclose your TFN, which will only be used for lawful purposes. These purposes may change in the future as a result of legislative change. We may disclose your TFN to another super provider when your benefits are being transferred, unless you instruct us in writing that your TFN not be disclosed to any other super provider.

However, providing your TFN will have the following advantages (which may not otherwise apply):

– your super fund will be able to accept all types of contributions to your account(s) (Note AMP Eligible Rollover Fund does not accept contributions apart from SG shortfall or super holding account (SHA) contributions from the ATO)
– the tax on contributions to your super 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 super benefits. This affects both contributions to your superannuation and benefit payments when you start drawing down your superannuation benefits, and
– it will make it much easier to trace different super accounts in your name so that you can consolidate and maximise your super benefits for retirement.

When your previous super fund transferred your benefit to AMP Eligible Rollover Fund, they may have provided your TFN to us unless you instructed them not to. If that fund did not have your TFN and you have not provided it to us, you can notify us of it by calling our Contact Centre on 133 731.

8. How to open an account

Generally, you will have become a member of AMP Eligible Rollover Fund as a result of your super being automatically transferred from another super fund. This may have occurred because your previous fund lost track of your address, no contributions were received into your account over a period of time, or you left employment and were no longer eligible to remain in your employer's super fund.

Super funds are permitted to transfer a member's benefit to an ERF without the member's consent provided certain conditions outlined in the law are met.

Cooling-off period

Cooling-off rights do not apply if you are issued an interest in AMP Eligible Rollover Fund due to your benefits in another fund being transferred to AMP Eligible Rollover Fund.

Enquiries and complaints process

If you need any additional information about the operation or management of your account, or if you have a concern or complaint, then please contact:

– your financial adviser
– call us on 133 731
– email us at askamplife@amplife.com.au, or
– write to us at:

AMP Life
PO Box 300
PARRAMATTA NSW 2124

Our customer service officers are available to answer your enquiries and respond to your complaints. We will try to resolve your enquiry or complaint as quickly as possible. To help us do this, please give us as much information as possible about your complaint, including your name and account number.

We have established procedures to deal with any complaints. If you make a complaint, we will:

– acknowledge its receipt and ensure an appropriate person properly considers the complaint, and
– respond to you as soon as we can.

If your complaint cannot be resolved at first contact, then we will keep you advised at regular intervals of the status of your complaint.

If we cannot resolve your complaint to your satisfaction or you have not had a response from us within 90 days, then you may have the right to lodge a complaint with the **Australian Financial Complaints Authority (AFCA)**.

AFCA will provide fair and independent financial services complaint resolution that is free to consumers and will accept customer complaints.

Contact details for AFCA are:

Web: afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

9. Other information

My AMP – online information about your account

My AMP provides you with online access to information about your super, investments and insurance in a secure environment.

You can:

– view your AMP products
– view your insurances
– do certain transactions like update your personal details including address, contact numbers, email address and TFN.

To access My AMP, visit **amplife.com.au/myamp** or call 133 731.

You should read the important information about **AMP Life and your privacy**, **nominating your beneficiary**, **anti-money laundering and counter terrorism financing**, **unclaimed super money**, **temporary residents** and **family law and your super** before making a decision. Go to the **fact sheet** available at **amplife.com.au/erf**.

The material relating to **AMP and your privacy**, **nominating your beneficiary**, **anti-money laundering and counter terrorism financing**, **unclaimed super money**, **temporary residents** and **family law and your super** may change between the time when you read this Statement and the day when you acquire the product.

For more information, see our full privacy policy at **amplife.com.au/privacy**. ETSL's privacy statement can be accessed from **eqt.com.au/global/privacystatement**.