

First Quest Retirement Service Superannuation and Income Stream

Supplementary Product Disclosure Statement

Effective: 1 May 2014

This is a Supplementary Product Disclosure Statement (SPDS) to the First Quest Retirement Service – Superannuation and Income Stream Product Disclosure Statement (PDS) dated 18 November 2013.

This SPDS should be read in conjunction with the above mentioned PDS.

Fund Trustee:
N.M. Superannuation Proprietary Limited
ABN 31 008 428 322
AFS Licence No. 234654

Member of the AMP group
GPO Box 584, Hobart TAS 7001
Telephone: 1800 550 188
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Closure of First Quest Retirement Service – Superannuation and Income Stream

First Quest Retirement Service – Superannuation and Income Stream will close to new members effective 30 June 2014. No applications for new members will be accepted after this date.

The following wording replaces the 'Your privacy' section on page 25 of the First Quest Retirement Service – Superannuation and Income Stream PDS.

Your Privacy

We may collect personal information directly from you or from 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 and the Corporations Act 2001 and the Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) 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 the Client Service Centre on 1800 550 188 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.

Under Australian 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 550 188.

FIRST QUEST



Retirement Service

Superannuation and Income Stream

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date



Important information

First Quest Retirement Service – Superannuation and Income Stream are part of the First Quest Retirement Service (the Fund). The Trustee of the Fund and issuer of this Product Disclosure Statement (PDS) is N.M. Superannuation Proprietary Limited, 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.

The administrator of the First Quest Retirement Service – Superannuation and Income Stream is Synergy Capital Management Limited, a member of the AMP group.

First Quest Retirement Service	Australian Business Number (ABN) 96 873 087 231
N.M. Superannuation Proprietary Limited (N.M. Super)	ABN 31 008 428 322 AFS Licence No. 234654
Synergy Capital Management Limited	ABN 19 062 264 108
First Quest Capital Proprietary Limited	ABN 97 085 338 183
AMP Limited	ABN 49 079 354 519

The product disclosure statement (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 and consult a financial adviser prior to investing. You can obtain up-to-date copies of PDSs for underlying investment options from your financial adviser, by calling the Client Service Centre on 1800 550 188 or by visiting www.firstquest.com.au.

This document is Part 1 of the First Quest Retirement Service – Superannuation and Income Stream PDS.

The First Quest Retirement Service – Superannuation and Income Stream (First Quest Retirement Service) PDS comprises the following parts:

Part 1: First Quest Retirement Service – Superannuation and Income Stream PDS

Part 2: Insurance Protection

Part 3: Employer Super booklet

Part 4: First Quest Retirement Service Investment Authority

- If you wish to become a member of the First Quest Retirement Service as a personal member of the First Quest Retirement Service – Superannuation or First Quest Retirement Service – Income Stream, the PDS comprises Parts 1 and 4.
- Insurance, which is covered in Part 2, is optional and available to superannuation members only.
- If you wish to become a member of First Quest Retirement Service – Superannuation as an employee of an employer who contributes to the First Quest Retirement Service, the PDS comprises Parts 1, 2 and 4.

- For employers interested in contributing to the First Quest Retirement Service, the PDS comprises Parts 1, 2, 3 and 4.

An investment in the investment options offered through First Quest Retirement Service is subject to investment risk, including possible delays in repayment and loss of income and capital invested. None of N.M. Super, any other member of the AMP group or the investment managers or fund managers, guarantee the repayment of capital, payment of income or the performance of the investment options.

If you have received this document electronically, you can obtain a free hard copy by calling the Client Service Centre on 1800 550 188. This document should not be construed as an offer to invest in First Quest Retirement Service 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.

First Quest Retirement Service uses the services of related parties within the AMP group who may receive fees for the services provided. Some of the underlying investment options offered by the First Quest Retirement Service are operated by members of the AMP group. Investment research and other services are also provided by members of the AMP group. Investments in the First Quest Retirement Service are held by NMMT Limited (ABN 42 058 835 573) (NMMT) as Custodian. NMMT is a member of the AMP group. We do not deal with related party service providers to the First Quest Retirement Service more favourably than we would deal with any other independent service providers.

Changes to the PDS

Information in the PDS may change from time to time. If the change is not materially adverse it may be updated on www.firstquest.com.au.

A printed copy can be obtained free of charge by contacting the Client Service Centre on 1800 550 188. We will provide you with at least 30 days notice in writing of any increase in the fees or charges (other than by indexation).

Terms used in this PDS


Throughout the PDS

References to	Mean(s)
Trustee, our, we or us	N.M. Super
First Quest Retirement Service, the Fund	First Quest Retirement Service – Superannuation and Income Stream
Member or you	A member of First Quest Retirement Service, including any person you authorise to act on your behalf.
Financial adviser	A financial adviser holding an AFS Licence or acting as an authorised representative of a licensee.
Business day	A day that is not a Saturday, Sunday, public holiday or bank holiday in the State of Tasmania.

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Do you have the Information Guide booklet?

This PDS summarises the key features and benefits of First Quest Retirement Service – Superannuation and Income Stream. Throughout the PDS, wherever you see the symbol  more detailed information on the topic has been provided in the Information Guide booklet, which can be found at www.firstquest.com.au/infoguide.

Alternatively, a printed copy can be obtained free of charge by contacting the Client Service Centre on 1800 550 188.

This PDS is effective from 18 November 2013. Applications for investment in First Quest Retirement Service Superannuation and Income Stream made on the Application form cannot be accepted prior to 18 November 2013.

At a glance

	Superannuation	Income Stream
Investment options Please see the First Quest Retirement Service Investment Authority (Part 4 of the PDS) for full details.	An extensive list of investments offered by Australia's leading investment managers in each asset class. A selection of securities in Australia's leading companies listed on the Australian Securities Exchange (ASX) in the categories of industrials, resources and property trusts.	
Initial contribution	Minimum of \$2,000, pay by direct debit, BPAY® or cheque.	Minimum amount to commence an income stream is \$20,000. Pay by cheque or direct debit.
Additional contributions	No minimum, pay by direct debit, BPAY or cheque.	Not applicable
Employer contributions	Available. Pay by direct debit, BPAY or cheque.	Not applicable
Regular contributions	Available. Pay by direct debit.	Not applicable
Contribution splitting	Available. Notify us within 12 months of the end of the financial year to split your contributions with your spouse for that financial year.	Not applicable
Income stream transfer service	Not applicable	Consolidate your superannuation contributions and existing pensions in a superannuation account and then commence your income stream once all monies are received.
Security plan (also known as 'dollar cost averaging')	Average your investment instructions into or out of the market at regular intervals.	
Switches	Available at no charge, unlimited. Buy/Sell spreads (transaction costs and/or brokerage charges) may apply.	
Income stream payments	Not applicable	In accordance with government limits.
Withdrawals	\$500 minimum (except full withdrawals of less than \$500). Subject to superannuation preservation rules.	
Insurance protection	Available cover: <ul style="list-style-type: none"> • Death Only • Death and Total and Permanent Disablement • Salary Continuance Available through the Insurance Protection PDS (Part 2 of the PDS).	Not applicable
Binding nominations	Make a valid binding nomination and have peace of mind about who will receive your benefit should you die.	
Member reports	Half-yearly and annual reports issued, as at 30 June and 31 December.	
Information and services	Telephone: 1800 550 188 Website: First Quest Online, www.firstquest.com.au	

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For details on all fees and charges, please refer to the section 'What fees and costs apply?' on pages 17 to 23.

Welcome to the First Quest Retirement Service

The First Quest Retirement Service provides a flexible and convenient way for members to save for and manage their retirement.

About superannuation

Superannuation may provide you with a financially comfortable and secure retirement by helping you to save while taking advantage of favourable tax treatment of contributions and benefits.

About income streams

An income stream is designed to pay you a regular income to help you meet your financial needs in retirement and can only be purchased with unrestricted non-preserved superannuation benefits. Depending on your individual circumstances, an income stream may allow you to enjoy the many tax advantages of super and possible social security benefits.

About transition to retirement income streams

A transition to retirement income stream allows you to commence an income stream with preserved superannuation benefits. You can access a regular income stream while still in the workforce and seeking to transition to retirement.

Superannuation and income streams are complex and very important investments, so it's important you seek advice from your financial adviser.

The First Quest Retirement Service advantage

The First Quest Retirement Service offers you:

- simplicity
- choice
- flexibility
- insurance.

Simplicity

One of the best ways of reducing investment risk is to diversify your portfolio, with investments in different types of assets and different investment managers. Investing in the First Quest Retirement Service helps simplify your superannuation and retirement savings, giving you and your financial adviser the tools to easily and quickly manage an extensive, diversified portfolio of investments. You and your financial adviser are provided with a central contact for all your investments, one that attends to all administrative and regulatory requirements.

First Quest Retirement Service will provide you with an easy to read consolidated investment report that brings your investment portfolio together in one place.

Registering for First Quest Online allows you to monitor your account at any time at **www.firstquest.com.au**. As a member you will be provided with secure access to your portfolio information 24 hours a day, 7 days a week.

If you hold a number of accounts, all accounts can be accessed using a single username and password. Superannuation members can also obtain a biller code and reference number to make contribution payments via BPAY.

Welcome to the First Quest Retirement Service

Choice

The First Quest Retirement Service offers you a range of investment options to allow you to diversify across varied asset classes including cash, fixed interest, property, Australian and international shares, as well as a selection of other listed securities or any combination of these.

Flexibility

For superannuation, personal contributions can be made at any time (subject to limits prescribed by legislation). Regular contributions can be made by direct debit or BPAY, contributions from previous employers can be consolidated into the Fund, and you can receive your employer's contributions into the First Quest Retirement Service.

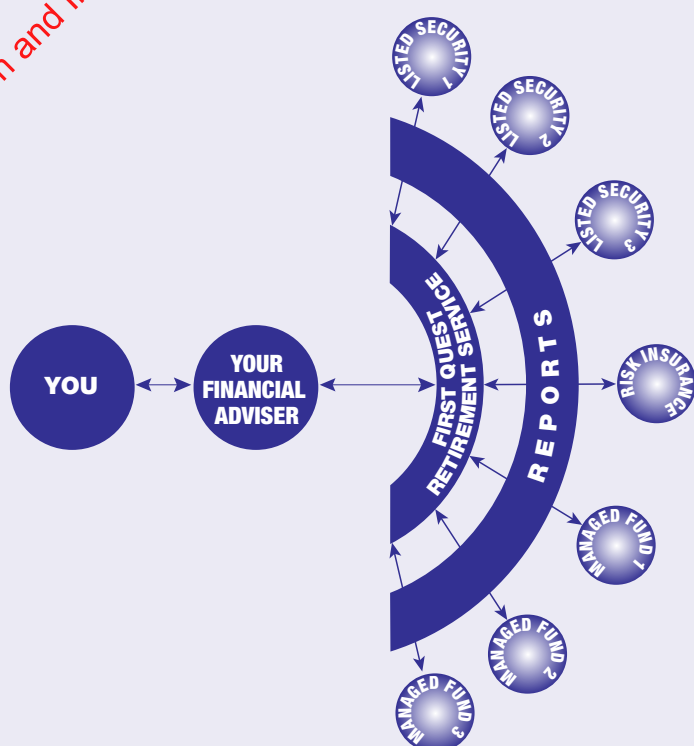
One of the major attractions of income streams is flexibility. If you receive an income stream, then, subject to the limits prescribed by legislation, you can set the payment level to suit your needs, and also choose the frequency of payments. Your capital can be accessed at any time (subject to the income stream payment limits).

Insurance

The First Quest Retirement Service offers superannuation members optional Salary Continuance, Death Only, and Death and Total and Permanent Disablement insurance with access to competitive group insurance rates. Insurance is not available to income stream members. Your financial adviser can assist you with determining your insurance requirements and you should ensure that you read and understand the Insurance Protection (Part 2 of the PDS) before deciding whether to proceed with insurance.

Investing through the First Quest Retirement Service

- Single, consolidated report.
- Single point of contact.
- Single point for instructions.
- Switching at any time.
- Single application point.



Reporting

Member statements

The First Quest Retirement Service provides half-yearly and annual member statements. Your member statement brings together information from all of your investments, including:

- portfolio valuation and earnings
- nominated beneficiary instructions
- fee information
- performance data on your selected investment option(s)
- insurance details (superannuation only).

The report provides both a consolidation of your position and information about each investment you hold.

Annual reports

In addition to the member statements, the annual report which provides information about the First Quest Retirement Service will be available on www.firstquest.com.au. You can request a printed copy by contacting the Client Service Centre on 1800 550 188.

PAYG Payment Summary/Centrelink Income Stream Product Assessment Schedule

If you are an income stream member under the age of 60, PAYG payment summaries, detailing the amount of income you have received over the financial year, will be issued at the end of the financial year if you have had tax withheld. If you are aged 60 years or older, you will not be issued with a PAYG payment summary, because your income stream and lump-sum withdrawals are subject to a zero rate of tax.

All income stream members will receive a Centrelink Income Stream Product Assessment form for the current financial year which you will need if you are in receipt of Commonwealth income support.

Investing with the First Quest Retirement Service – Superannuation

Commencing your superannuation account

If you wish to become a member of the First Quest Retirement Service, you will need to complete the application forms that accompany this PDS and the First Quest Retirement Service Investment Authority (Part 4 of the PDS). When making your initial investment you are required to nominate in the First Quest Retirement Service Investment Authority the investment option(s) you wish to invest into. We call this your investment strategy. Forward the forms with your cheque to the First Quest Retirement Service. Cheques should be made payable to SCML FQRS Application Trust Account. If you wish you may complete the direct debit request form, which will authorise us to process a once-only debit from your nominated account for the amount you wish to contribute. Superannuation members can also make contributions via BPAY.

Incomplete or invalid applications

Initially, First Quest Retirement Service will deposit all investment monies into an Australian authorised deposit taking institution. Your account will be credited and your monies invested once your application is accepted, normally within three business days.

We have the right to reject or accept any application we receive, in part or in full. In the case of incomplete or invalid applications, we reserve the right to hold your investment monies in the application trust account until the correct information is received. In these cases we will attempt to contact your financial adviser to acquire the correct information, normally within five business days of receiving your application, but this may take longer in times of high demand. If we have not received the correct information within 28 days of receiving your application money, the funds may be returned to the payer.

We may hold the application money in the application trust account for more than 28 days if it is not reasonably practicable to return it to the payer. An example of this may be where you have changed address and we have not been notified.

Making contributions to your superannuation account

We will accept contributions, rollovers and transfers allowed by legislation by cheque, direct debit or BPAY. Additional

contributions can also be made at any time and you can set up a regular contribution plan to allow us to automatically withdraw contributions from your nominated bank account. You can also split your contributions with your spouse up to certain limits for specific contribution types.

There are caps or limits on the amount you can contribute without incurring additional tax. These caps depend on the type of contribution you are making and your age, and may change periodically. You should consult your financial adviser when making contributions to ensure you do not inadvertently exceed the contributions caps. Under certain circumstances we may be required by legislation to return amounts in excess of these caps to you.

i For further information on contributions caps please refer to Section 11 of the Information Guide.

Regular contributions plan

You are welcome to set up a regular contributions plan. Simply indicate on your application form the amount and commencement date. You will also need to complete a direct debit request form to allow us to automatically deduct these funds from your bank account. You can modify or cancel your regular contributions plan at any time by notifying us in writing.

Please be aware that you may not always have the current PDSs for your selected underlying investment funds at the time that an investment is made. Current PDSs can be obtained from your financial adviser, by contacting the Client Service Centre on 1800 550 188 or via First Quest Online at www.firstquest.com.au.

Using BPAY

If you elect to contribute via BPAY, you will need to obtain the biller code and a reference number. Using BPAY will allow your contribution to be processed without completing any further paperwork. Your contribution will be processed as at the date funds are received. There may be a delay between the date that you make your payment via BPAY and the date the funds are received due to the time required by the banks to process the payment.

If your initial contribution is to be made by BPAY, you will still need to complete the First Quest Retirement Service application form that accompanies this PDS and forward it to us so that your account can be established and you can obtain your reference number. You can

obtain your biller code and reference number by contacting your financial adviser, contacting our Client Service Centre on 1800 550 188 or via First Quest Online at www.firstquest.com.au.

Contributions made by BPAY will only be invested in accordance with your investment strategy. We are unable to invest BPAY contributions in specific investment options that differ from your investment strategy.

Once-only direct debits

You may pay your initial or additional contributions by completing a direct debit request form available in this PDS or from your financial adviser, and ticking the once-only option which authorises us to debit your nominated account for the amount you wish to contribute. We will normally process your once-only direct debit request by the next business day after receiving your request.

i For further information on contributing to the First Quest Retirement Service – Superannuation, please refer to Section 1 of the Information Guide. The topics include:

- Concessional contributions
- Non-concessional contributions
- Contribution splitting with your spouse.

Withdrawing benefits from your superannuation account

Withdrawals can be made at any time subject to the satisfaction of government conditions of release, relevant legislation (where applicable) and trust deed requirements.

i For further information on when you can access your benefit please refer to Section 2 of the Information Guide.

If you fully withdraw, your entitlement will consist of the amount in your member account at any time, after deducting any outstanding fees and charges, and any tax liability arising on your member account. You will be provided with an exit statement on full withdrawal.

Subject to meeting a condition of release the minimum withdrawal amount is \$500 (except full withdrawals less than \$500), which can be paid as either a direct bank deposit or a cheque.

To make a withdrawal, you will need to mail or fax a completed withdrawal request form, which can be obtained from your financial adviser or by contacting the Client Service Centre on 1800 550 188.

Refer to 'Fax instruction conditions' on page 12 for the conditions relating to fax transaction requests.

Withdrawal requests are usually paid within five business days of us receiving your signed instructions, however may take up to 30 days after receiving all necessary information. If your withdrawal includes a request to redeem from a restricted or illiquid investment option, it will generally take longer to realise the proceeds from these types of funds. Refer to the underlying fund managers' PDSs for further information relating to withdrawal conditions associated with the underlying investment options. In the case of full withdrawals, your request will not be completed until final proceeds are received from all fund managers. We may process a partial withdrawal of funds from any non-restricted investments; however, we reserve the right to retain sufficient funds to cover all fees and charges that will be incurred up to the date on which your full withdrawal is finalised. If you require urgent access to some of your funds, you may wish to consider excluding any restricted or illiquid investments from your request to avoid any possible delays. Payment of your withdrawal request for restricted funds will normally be made within five business days of receipt of your monies from the relevant fund managers.

i For further information on restricted and illiquid investment options please refer to Section 7 of the Information Guide.

When your withdrawal is ready to be paid, funds will be transferred to a redemption account with an Australian authorised deposit taking institution held in the name of the Custodian, and the payment will be made to you, usually by the next business day, providing all information required to complete your payment has been received and you have requested that your payment be made by direct deposit. If you have requested to be paid by cheque, your payment may take up to three business days to be completed.

i For further information on when your benefit must be paid and withdrawals for temporary residents leaving Australia please refer to Section 2 of the Information Guide.

Investing with the First Quest Retirement Service – Income Stream

Commencing your income stream account

An income stream can only be purchased with unrestricted non-preserved superannuation benefits.

An income stream can be commenced with more than one rollover, and all rollovers must be received prior to the pension commencing. It is not possible to add a further rollover or any other amount to a pension that has already commenced.

i For further information on commencing an income stream please refer to Section 3 of the Information Guide.

Income stream transfer service

If you are commencing an income stream with multiple rollovers, each rollover, non-concessional contribution or spouse contribution received will be deposited into a First Quest Retirement Service – Superannuation account in your name. You may select one investment option to invest your monies into while waiting for all contributions and rollovers to be received. You may not select a restricted or illiquid investment option. If you do not nominate an investment option, your funds will be invested in the default investment option. Please refer to page 13 for further information.

When all funds have been received, they will be combined and used to commence your income stream. Funds will be invested in accordance with your First Quest Retirement Service Investment Authority (Part 4 of the PDS) instructions. If all required information and monies are received before the sixth day of the month, income stream payments may commence on or around the 15th of that month, depending on your nomination.

We reserve the right to commence your income stream within 90 days of receipt of your first rollover or contribution, even if all nominated contributions have not been received. To use the income stream transfer service please complete the income stream transfer service section of the application form that accompanies this PDS. There is no charge for using this service, however you may incur buy/sell spreads when your superannuation investments are sold and your income stream investments are purchased.

Choosing your income stream pension payment amount

Income streams

Income streams require payments of a minimum amount to be made at least annually. The minimum amount for the part year up to 30 June is determined at the time of your initial investment. The minimum is then recalculated at each subsequent 1 July.

If the minimum has not been paid by the time of the last income stream payment for the year, then the Trustee must increase that income stream payment to ensure that the minimum amount is reached.

i For further information on calculating income stream payments please refer to Section 3 of the Information Guide.

Transition to retirement income streams

A transition to retirement income stream recipient must receive income stream payments that fall between the minimum legislated payment amount and a maximum of 10% of your account balance. You can vary your payment any time as long as it is between the minimum and maximum range.

How and when your income stream may be paid

Your income stream payment is flexible to suit your changing needs. You can choose to receive your income stream payment:

- monthly
- quarterly
- half-yearly, or
- yearly.

Income stream payments are paid directly to your nominated bank, building society or credit union account. Note: Your bank/financial institution may charge you a fee for this service. If you elect to be paid monthly, your income stream payments will be paid around the 15th of each month. Quarterly payments will be made around the 15th day of each quarter, commencing in the month of your choice. Please note that applications must be received by the 6th day of the month that you wish to start receiving your income stream

payments. For those applications received after the 6th day of the month, payments will commence in the following month.

If you do not nominate an income stream payment amount and frequency, we will attempt to contact your financial adviser to acquire the correct information. If your financial adviser cannot be contacted before your payment is due, then you will be paid the minimum payment applicable, on a quarterly basis.

We will make income stream payments from your account until your portfolio balance is nil. The length of time your income stream payments continue depends on the size of your investment, the amount of payment you take each year, any lump-sum commutations, fees and investment earnings generated from the investment options you choose.

There is no guarantee that your income stream payments will continue for life.

i For further information on income stream payments please refer to Section 3 of the Information Guide.

Withdrawing funds from your income stream account

Withdrawals are known as commutations and can be requested at any time once your income stream has commenced. You can request part or all of your benefit paid as a lump sum to you or rolled over to a superannuation provider.

You are generally able to commute the balance of your income stream account at any time during its term. Your income stream account will be closed by us upon the commutation of the balance of your account. The minimum amount for withdrawals is \$500 (excepting full withdrawals less than \$500), which are paid directly to your nominated bank account or, alternatively, by cheque. Withdrawals may not be in the form of in specie transfers. If you partly commute your income stream, your remaining account balance must be greater than the annual minimum income stream payment (less any income stream payments made for the current financial year). If the remaining account balance is less than this, your account may be closed. Withdrawals must be signed by you and can be initiated by either completing a Benefit Payment Request form available from your financial adviser or by writing to us. Faxed instructions are subject to the fax instruction conditions.

Where you are aged 60 or over, lump-sum benefits and income stream payments are tax-free. If you are under 60, you may have tax deducted.

i For further information on accessing and taxation of withdrawals please refer to Section 2 and Section 6 of the Information Guide.

Payment will usually be made to you within five business days of us receiving your signed instructions, however may take up to 30 days after receiving all necessary information. There is an exception to this where particular investments have redemption restrictions imposed by the underlying fund manager that prevent us from paying the benefit at the requested time. These investments are referred to as restricted or illiquid investments. Refer to the underlying fund managers' PDS for further information relating to withdrawal conditions associated with the underlying investment options.

In the case of full commutations, your request will not be completed until final proceeds are received from all fund managers. We may process a partial withdrawal of funds from any non-restricted investments; however, we reserve the right to retain sufficient funds to cover all fees and charges that will be incurred up to the date your full commutation is finalised. If you require urgent access to some of your funds you may wish to consider excluding any restricted or illiquid investments from your request to avoid any possible delays. Payment of your commutation request from restricted funds will normally be made within five business days of receipt of your monies from relevant fund managers.

When your withdrawal is ready to be paid, funds will be transferred to a redemption account with an Australian authorised deposit taking institution and the payment will be made to you, usually by the next business day, providing we have received all information required to complete your payment and you have requested that your payment be made by direct deposit. If you have requested to be paid by cheque, your payment may take up to three business days to be completed. You will not earn interest while your withdrawal is in the redemption account.

If you make a full withdrawal (commutation) we are required to first pay your minimum income stream amount for the relevant portion of that financial year. If you have already received more than this amount, no additional income stream payment is required.

Investing with the First Quest Retirement Service – Income Stream

If your non-concessional contributions from your superannuation account have exceeded the non-concessional cap prior to commencing an income stream, you may incur an excess tax liability. In this case you must obtain a release authority from the ATO to withdraw an amount equal to your tax liability from your income stream account.

i For further information on the non-concessional contributions cap please refer to Section 6 of the Information Guide.

Withdrawals from transition to retirement income streams

Once you have elected to receive a transition to retirement income stream, you may only withdraw benefits in the following circumstances:

- to pay superannuation surcharge
- to effect a payment split for family law purposes
- to roll over to another transition to retirement income stream
- upon your death
- if you have satisfied a condition of release including:
 - permanent retirement from the workforce
 - severe financial hardship
 - permanent incapacity
- to pay excess contributions tax in accordance with a release authority issued by the ATO

Upon permanent retirement or attaining age 65, you will be able to request a commutation at any time from your transition to retirement income stream.

Commutations may be subject to tax at various rates depending on your age, the amount withdrawn and the components of the amount withdrawn.

i For further information on taxation of withdrawals please refer to Section 6 of the Information Guide.

About your investment options

By investing in a managed fund you pool your investment with that of other investors and purchase units in the fund.

Professional investment managers manage the fund. There are many different types of managed funds, each with different objectives. Some aim to produce income, others capital growth, and others various combinations of both.

Single sector funds give access to a single asset class, either to construct your own individualised portfolio using a mix of asset classes and fund managers or to use in conjunction with a core investment of multi sector funds.

Multi sector funds give access to a number of asset classes with a predetermined asset allocation.

We use a disciplined research process to select the investment options available through the First Quest Retirement Service. This process identifies quality investment options based on investment research conducted by specialist research providers. Your financial adviser will provide you with the First Quest Retirement Service Investment Authority (Part 4 of the PDS) current at the time of application, free of charge. If you do not receive the First Quest Retirement Service Investment Authority (Part 4 of the PDS), please contact the Client Service Centre on 1800 550 188 to request a free copy. To invest, simply select from the options contained in the First Quest Retirement Service Investment Authority (Part 4 of the PDS).

Your financial adviser is obliged to provide you with a copy of the PDS(s) relating to each of the investment options you have selected, except for listed securities. Each PDS provides a description of the significant characteristics of the investment offered, usually including the investment strategy and objectives, benefits, risks, asset allocation, historical performance, details of the underlying fund manager's fees and other information relevant to that investment option.

Speak to your financial adviser if you require additional information on any investment options.

Note: Any past performance figures disclosed should not be taken as an indication of future performance.

Prior to making an investment, it is important that you and your financial adviser ascertain your investment risk profile. Everyone has their own level of comfort with risk and their own timeframe for investing, so an investment strategy needs to be chosen carefully. Your risk profile is determined by factors such as:

- your attitude to risk
- your investment period
- your circumstances (married or single, children or no dependants)
- how much you have to invest, and
- your financial goals.

Generally speaking, the greater the expected return, the greater the investment risk that must be accepted. Conversely, investments that carry less risk may have lower returns.

Investment returns earned by members in recent years

The overall performance of your investment in First Quest Retirement Service is determined by the performance of the underlying investments and therefore, by the investments you have selected. Information on past investment returns for each of the investment options in your strategy may be obtained by referring to the underlying PDS available from us or your financial adviser. Where the underlying PDS does not contain information about past investment returns, your financial adviser will be able to obtain this information for you.

Note: Past performance should not be taken as an indication of future performance.

i For further information on investments and asset classes please refer to Section 4 of the Information Guide.

Labour standards, environment, social or ethical considerations

The Trustee will not consider or take labour standards, environmental, social or ethical considerations into account in making investment decisions.

The Trustee and derivatives

The Trustee does not invest directly in derivatives, however underlying fund managers may do so. Derivatives are securities that derive their value from other assets or indices. Examples of derivatives include futures or options.

Other features and information about the First Quest Retirement Service

Switching

A request to change your investment mix or strategy can be made at any time, but will only be accepted on a completed investment switch form signed by you and/or your financial adviser.

You will not be charged any fees for switching; however, investment options may have transaction costs (buy/sell spreads). Contact your financial adviser to switch your investments.

For further information on transaction costs please refer to the transaction costs section on pages 20 to 21 of this PDS.

Security plan

The security plan is a strategy to assist in reducing risks associated with trying to choose the right time to buy investments. By using the security plan facility, you authorise us to invest set amounts over a period of time, rather than your entire investment amount at one time, consequently reducing the risk of investing at an unfavourable time in the marketplace. This is called 'dollar cost averaging'.

Your deposit will be invested into the holding investment you have selected on receipt of a valid security plan request form and cleared funds. On the date you specify in your security plan application form we will redeem the monthly amount to be invested from your holding investment and invest in accordance with your security plan investment instructions. If no date is specified, your security plan will commence on the date your completed form is received by us.

Please note that while your security plan is operating, if any of the investments you are regularly investing into become illiquid, we will invest these amounts in the default investment option (see page 13). If the investment(s) you selected to hold your monies in while you periodically invest into your nominated investment options becomes illiquid, we will cancel your security plan and you will need to provide new investment instructions.

Your financial adviser will be able to explain in detail how dollar cost averaging works and also provide you with further details on the advantages of using the security plan.

Obtaining an up-to-date underlying PDS

Please be aware that you may not always have the current PDSs for the underlying investment funds you have selected. You can obtain up-to-date copies of the PDSs, free of charge, from your financial adviser, by calling the Client Service Centre on 1800 550 188 or by visiting www.firstquest.com.au.

Fax instruction conditions

You may wish to provide instructions by fax. If so, you will need to tick 'yes' in the 'Fax instructions' section of the application form. There is a risk that fraudulent fax redemption requests can be made by someone who has access to your member account number and a copy of your signature. By using the fax instruction service, you release us from, and indemnify us against, all losses and liabilities arising from any payment or action made based on any instruction (even if not genuine) received by fax bearing your member account number and a signature apparently yours or that of an authorised signatory on the account.

Convenient account maintenance facilities

Normally your written consent is required before any changes are made to your account; however, if you change your address, you can notify us by simply telephoning the Client Service Centre on 1800 550 188. To ensure that your address change is processed in accordance with your instructions, we will send confirmation of your change of address to both your old and new address.

Adviser account maintenance facility

You may choose to authorise us to accept instructions from your financial adviser in relation to certain matters concerning your account by completing the 'Adviser account maintenance facility' section of the application form.

If you select this option, you authorise your financial adviser to provide us with instructions and you authorise us to accept those instructions in relation to the following matters concerning your account:

- change of address
- switching investments
- change of investment strategy
- new security plan instructions

- cancellation of existing security plan instructions
- change of income stream drawings strategy (income stream accounts only).

Your financial adviser for the purposes of this authorisation is the person who signs and completes the Declaration – Financial Adviser section of the application form.

Any instructions given to us by your financial adviser under this authorisation will be regarded as instructions given by you and you will not need to provide your written consent to act on instructions given by your financial adviser under this authorisation.

If you select this option you (and any person who may seek to claim through you) release and indemnify us from all losses and liabilities arising out of, or in connection with, directly or indirectly, acting on the instructions of your financial adviser under this authorisation.

If you select this option the authorisation continues until you expressly revoke it in writing.

Each year we will send you a reminder with your consolidated report which will confirm whether this authorisation is still active for your account. If you wish to revoke the authorisation you should let us know in writing. If you change financial advisers, we will automatically revoke authorisation for your previous financial adviser and you will need to complete a new Adviser Account Maintenance Facility form if you wish to grant authority for your new financial adviser to use this facility.

Default investment option

Your funds will be invested in the default investment option when:

- you have not selected an investment option
- it is necessary for an investment option to be removed and you have not selected an alternative investment option for your funds to be invested into
- we receive return of capital payments or proceeds from the termination of an investment option
- you have selected an investment option, but we exercise our right to place your funds in the default investment option. Your selection will normally be followed, except in the case of us becoming aware of information relating to your selected investment option that may affect your decision to invest (ie if the investment option changed from daily to monthly pricing within the time you reviewed the underlying PDS and your application being received), or
- an insurance benefit payment is received.

Your funds will remain in the default investment option until you select another investment option for these funds to be switched to.

We may change the underlying investment for the default investment option without notice, when we believe it is in the best interests of members to do so. You may request a copy of the underlying PDS for the default investment option, free of charge, from your financial adviser or by calling our Client Service Centre on 1800 550 188.

i For further information on the underlying investment for the default investment option please refer to Section 7 of the Information Guide.

Investment pools

All investment options are offered by way of investment pools that access the underlying investment option nominated. The investment pools facilitate the making of investments and redemptions to the investment options, with the speed of the process being greatly enhanced. An investment pool will normally hold a small amount of cash (usually 1.5% to 3% of the pool), as well as an investment in the underlying investment option. The cash component of the pools is held by the Custodian in an Australian Authorised Deposit Taking Institution account, cash management trust (CMT) or combination of both. Currently, the cash component is held in an Australian Authorised Deposit Taking Institution account. We may change the Australian Authorised Deposit Taking Institution account and/or CMT facility from time to time.

The pool receives the benefit of any interest earned by the cash component, application and redemption accounts. Your contributions are used to buy units in the investment pools that you have chosen. The more you contribute, the more units you will have. Before units are bought for you, the Fund deducts any taxes required by the Government and some fees may be deducted at this time (refer to the fee disclosure table on page 18).

i For further information on pools that may be restricted and illiquid please refer to Section 7 of the Information Guide.

Unit prices

Unit prices will normally be calculated daily, although we reserve the right to revalue at different time intervals. Some unit prices may be calculated on a less frequent basis if the unit price for the underlying investment option is calculated on a less frequent basis.

Members investing or switching to an investment pool will normally purchase units at the next available unit price on or after the effective

Other features and information about the First Quest Retirement Service

date the request was received by us. Redemptions and switches from an investment pool will normally be processed at the next available unit price on or after the effective date the request was received by us.

i For further information on unit prices please refer to Section 7 of the Information Guide.

Corporate actions

If you use the First Quest Retirement Service to invest in listed securities pools, we would like to inform you that from time to time there may be corporate actions associated with these investments. Examples of corporate actions include, but are not limited to, takeovers, mergers and spin-offs.

For corporate actions that may be associated with a voting requirement, we will generally abstain from voting. Where a corporate action offers alternative forms of dividend payments, we will always elect to receive cash dividends into the investment pool and then use the proceeds to buy additional listed securities for the pool.

Except in the above circumstances we will ordinarily notify your financial adviser of any corporate actions that are notified to us. For listed security pools, there may also be some corporate actions that you will not be able to participate in depending on the governing rules of the corporate action.

For corporate actions, where the action results in an asset of value outside the S&P/ASX 300, we may sell down these assets and credit the proceeds to the relevant listed security pool and then use the proceeds to buy additional listed securities for the pool.

Removal of investment options

From time to time, if we consider it appropriate to do so, investment options may be closed to new investment and removed from the First Quest Retirement Service Investment Authority (Part 4 of the PDS). In addition, we or the investment option fund manager may decide to terminate the investment option.

If an underlying investment is to be removed, we may close the investment option to new investments. If an investment option is closed to new investments, either by us or the investment manager, or is terminated, we will replace it in your investment strategy with the default investment option. If you have a security plan that invests into an investment option that is closed or terminated, your security plan will be cancelled and you will need to provide new instructions. If your income stream drawing strategy includes an option that is terminated

or ceases offering withdrawals, by either us or the investment manager, your income stream payments will be made by redeeming equally from all investment options until you provide us with new instructions.

Where possible, prior to the removal or termination of an option, your financial adviser will be notified and asked to provide new investment instructions. If instructions are not received, and the fund is to be terminated, any redemption proceeds received will be invested in the default investment option within 30 days of receipt of funds.

Payment of benefits to an Eligible Rollover Fund

An Eligible Rollover Fund (ERF) is a special type of superannuation fund that is able to accept benefits transferred from another superannuation fund without a member's consent. There are a number of circumstances in which your benefit in First Quest Retirement Service might be transferred to an ERF.

i For further information on the ERF and ERF transfers, refer to section 7 of the Information Guide.

Employer Super members

Default insurance cover

If you have been enrolled in the First Quest Retirement Service by your employer you may have been provided with insurance cover selected by your employer for all members of the employer's plan (subject to eligibility). Please refer to your opening statement to confirm if you have been provided with any insurance cover. Please refer to the Insurance Protection PDS (Part 2 of the PDS) for more information about insurance.

Your investment options

As an Employer Super member you must choose your investment strategy. We recommend that you speak to your financial adviser to determine which investment option(s) best meet your goals and objectives and regularly review your investment strategy to accommodate changes in your circumstances or market conditions over time. Please refer to the First Quest Retirement Service Investment Authority (Part 4 of the PDS) or **www.firstquest.com.au** for details on the investment options available through the First Quest Retirement Service.

What are the significant risks?

Investment risks

Traditionally, risk in an investment context has referred to the variation of investment returns or incomes and the possibility of the loss of capital. However risk can also refer to the uncertainty of whether your specific goals will be met.

There are different levels of risk involved with different investment classes. For example, it is generally considered that a lower level of risk applies to investment classes such as cash, whereas a higher level of risk is associated with investing in Australian and international shares. Your financial adviser will be able to provide more information on the risks associated with the asset classes in each investment option.

Risk versus return and your risk profile

Each type of investment has a different set of risk/return features. There is a relationship between the expected returns of an investment and the level of risk involved. Depending on your risk tolerance, you will fit into one of five risk profiles:

- aggressive
- moderate to aggressive
- moderate
- conservative to moderate
- conservative.

Additional risks

The following risks may apply to investing in super and income stream:

- market risk
- currency risk
- risk of delay
- derivative risk
- gearing risk
- legislative risk
- liquidity risk.

Managing risks

While risk cannot be eliminated, there are a number of important steps which can be taken to manage and reduce the risks associated with investing:

- Seek quality financial advice to determine which investment strategies and investment options suit your investment goals, financial situation and particular needs.
- Carefully read and fully understand this PDS and the underlying investment option PDS.
- Consider the relative risk/return features of your investment.
- Regularly review your portfolio. As your personal and financial circumstances change, it is important to ensure your portfolio is invested in line with your objectives and requirements.

Some risks relate to increases in investment management fees, changes in fund managers and the performance of fund managers. The Trustee is regulated by the Australian Prudential Regulation Authority and holds a Registrable Superannuation Entity (RSE) licence under the Superannuation Industry Supervision Act 1993. As an RSE licensee the Trustee must meet certain risk management requirements to manage risks at the Trustee and Fund level. This includes regular reporting to the Trustee by underlying fund managers concerning but not limited to investment performance, changes in investment management fees, compliance with stated investment objectives, changes in fund managers and the notification of significant material events.

i For further information about each of these risks please refer to Section 4 of the Information Guide.

What are the significant risks?

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 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). See 'Section 4: What risks apply to investing?' in the Information Guide for further details about the risks of investing through the First Quest Retirement Service.

For the Standard Risk Measure for each of the investment options available through the First Quest Retirement Service, and for information on the methodology used to calculate the Standard Risk Measure, please go to www.firstquest.com.au/infoguide or contact the Client Service Centre on 1800 550 188.

What fees and costs apply?

Did you know?

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

For example, total annual fees and costs of 2% of your fund balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce 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 may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask the fund or your financial adviser.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has a superannuation fee calculator to help you understand different fee options.

Fees and other costs

The total fees and charges you will pay will include the costs of this service as well as the costs of any investment you choose. These fees and costs may be deducted from your money, from the returns on your investment or from the fund assets as a whole. Taxes and insurance costs are set out in another part of this document.

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

Fees and costs of particular investment options are detailed in the underlying investment options PDS. Please ask your financial adviser for a copy of the underlying PDS for the investment options selected.

All fees are inclusive of GST less any reduced input tax credits (RITC) unless otherwise specified. The RITC is a partial rebate of the GST that we pass directly on to you.

Fees are disclosed to two decimal places throughout this PDS, but are calculated to four decimal places. Therefore, actual charges may vary slightly.

What fees and costs apply?

Fee disclosure

Type of fee or cost	Amount	How and when paid
Fees when your money moves in or out of the Fund		
Establishment fee The fee to open your investment.	Nil	Not applicable
Contribution fee¹ The member advice fee payable to your financial adviser for each amount contributed to your investment – either by you or your employer.	0%–5.13%	A percentage (%) of each contribution deducted from your account at the time each contribution is made as agreed with your financial adviser.
Withdrawal fee The fee on each amount you take out of your investment.	Nil	No withdrawal fee is charged, however, transaction costs ⁴ may be incurred.
Management costs		
Administration fee The fees for managing your account.	Up to 0.95% pa The administration fee is subject to a minimum fee of \$205 pa.	Calculated on the average daily value of your member account, and deducted from the balance of your member account monthly in arrears. This fee is paid to us.
Stronger Super fee A fee to cover the costs associated with implementing the Federal Government's superannuation changes.	0.092% pa	Calculated on the average daily value of your member account and deducted from the balance of your member account monthly in arrears.
Investment costs² The amount you pay for specific investment options is shown in the First Quest Retirement Service Investment Authority (Part 4 of the PDS) and is also set out in the relevant PDS for that investment option.	0% pa to 8.59% pa depending on the underlying investment option chosen. ³	The investment management fee is deducted by the underlying fund manager from the value of the managed investment fund before the unit price for the underlying investment is calculated. Refer to the First Quest Retirement Service Investment Authority (Part 4 of the PDS) or the underlying fund's PDS for further information.
Performance fees Some fund managers may charge a performance fee that depends upon certain criteria being satisfied.	Refer to the relevant investment option PDS on how this amount is calculated (if applicable).	Refer to the underlying investment option PDS on how and when it is paid (if applicable).
Service fees		
Investment switching fee⁴ The fee for changing investment options.	Nil	Not applicable

¹ You may agree to pay member advice fees to your financial adviser for financial advice. Refer to 'Adviser remuneration' on page 21 for more information.

² Refer to 'Investment costs' on page 20 for more information.

³ Investment costs may include performance fees.

⁴ Refer to 'Transaction costs' on pages 20 to 21 for more information.

Management costs

Administration fees

The administration fee is charged to cover all costs incurred in the administration of First Quest Retirement Service including other expenses (eg PDS costs, printing, postage), but excluding all investment costs.

The administration fee is calculated according to the following tables, subject to a minimum fee of \$205 per annum.

First Quest Retirement Service administration fee

Account balance	Fee rate (% pa)
First \$150,000	0.95
Next \$150,000	0.75
Next \$200,000	0.55
Next \$500,000	0.40
Portion above \$1,000,000	0.25

These charges are calculated on the average daily value of your member account and are deducted monthly in arrears.

Administration fee calculation examples

The following examples illustrate how to calculate the administration fee.	
Example 1	Administration fee ¹ based on an investment of \$50,000 The administration fee is calculated as: $\$50,000 \times 0.95\% = \475.00
Example 2	Administration fee ¹ based on an investment of \$200,000 The fee based on the first \$150,000 of an investment of \$200,000 is calculated as follows: $\$150,000 \times 0.95\% = \$1,425.00$ The fee based on the remaining \$50,000 (ie \$200,000 – \$150,000) of the investment of \$200,000 is calculated as follows: $\$50,000 \times 0.75\% = \375.00 Total administration fee per annum = \$1,800.00 (ie \$1,425.00 + \$375.00)

¹ These examples illustrate how to calculate the administration fee, a component of the annual management costs but do not take the effect of tax into consideration. Actual fees and the examples above are calculated to four decimal places.

Aggregation of administration fee

Members who have investment holdings in other First Quest administration services may be eligible to aggregate their fees for these accounts. Your financial adviser will be able to provide you with an up-to-date list of eligible administration services.

Fee aggregation allows investors of the same immediate family to combine their total account balances to take advantage of the reducing portion of the administration fees.

For the purposes of fee aggregation, immediate family means: spouse, children, grandparents, grandchildren, and siblings. Private companies, discretionary trusts and self-managed superannuation funds may also be linked for the purposes of fee aggregation, provided the respective directors/shareholders, beneficiaries or members of these investment entities are also members of the same immediate family.

To qualify for fee aggregation, the following conditions must be met:

- Each account balance must be a minimum of at least \$50,000 for the entire quarter.
- The total aggregate value of linked accounts must be at least \$750,000 for the entire quarter.
- A maximum of four accounts may be linked.
- Monies must be invested with the First Quest administration service for an entire quarter.

Your financial adviser will be able to assist you with further details and will complete your application for fee aggregation.

Stronger Super fee

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 Stronger Super fee will apply to your account and is expected to end no later than 1 November 2018.

What fees and costs apply?

Investment costs

Management costs also include the investment costs that are payable by you in respect of underlying investment options. It is important that you understand the fees of any investment you choose and that those fees are in addition to the fees charged by us for the service, together with transaction and account costs incurred on your behalf.

Managed investment funds may express their fees and expenses as a percentage per annum of the net asset value of the fund. It is a measure of the ongoing fees and expenses of investing in an underlying fund. It includes the management fees, custody fees and certain other expenses but not transaction costs such as brokerage.

The investment costs applicable are shown in the First Quest Retirement Service Investment Authority (Part 4 of the PDS). For more information about the costs of the underlying investments you choose, you should consult the applicable PDS for each of the relevant underlying investments and discuss these with your financial adviser prior to making an investment decision. Visit www.firstquest.com.au or contact your financial adviser or the Client Service Centre on 1800 550 188 to obtain up-to-date copies of the underlying PDSs.

Performance fees

In addition to investment management fees, some fund managers may be entitled to receive performance fees which may result in higher investment management costs for certain investment options. The amount of and methods for calculating these performance fees vary between the investment options.

Up-to-date information about performance fees for particular investment options including, where applicable, estimates of the performance fees can be obtained by referring to the underlying investment's PDS. Visit www.firstquest.com.au or contact your financial adviser or the Client Service Centre on 1800 550 188 to obtain up-to-date copies of the underlying PDSs.

Transaction costs

Buy/Sell spreads – managed investments

Transaction costs are costs incurred by the underlying investment option when assets owned by the fund are bought or sold. Examples of transaction costs include brokerage costs, government taxes and charges, and buy or sell margins of other unit trusts held by the fund. These costs will differ according to the type of asset traded and whether it is traded in Australia or overseas.

Buy and sell spreads are used as a means by which the fund recoups from transacting investors monies sufficient to cover the transaction costs these investors caused the fund to incur. This practice ensures that investors who transact infrequently do not unfairly bear the costs generated by investors who transact more frequently.

Buy and sell spreads are not paid to a manager, but are used by the managers to meet transaction costs. No part of the buy and sell spread is payable to us.

The buy spread reflects the transaction costs of buying assets incurred as a result of investors applying for units and is factored into the calculation of the application price. The sell spread reflects the transaction costs of selling assets incurred as a result of investors withdrawing fund units, and is factored into the calculation of the withdrawal price.

The buy and sell spread for an investment option are not always the same, reflecting the differing costs of buying and selling underlying investments.

The spreads are estimates based on fund transaction costs, and thus may change (eg brokerage rates increase). The fund's spreads are subject to change at any time. Please refer to the current PDS for the specific investment option(s) you have selected for further information.

Listed securities purchase/sales cost

When purchasing or selling listed securities, trading costs charged by the broker will be incurred by the listed security pool. Buy and sell spreads are used as a means by which recoupment is made from transacting members monies sufficient to cover the transaction costs these members caused the listed security pool to incur. This practice ensures that members who transact infrequently do not unfairly

bear the costs generated by members who transact more frequently. The listed security pool's buy spread reflects the transaction costs of buying further assets as a result of members applying for listed securities and is factored into the calculation of the application price. The buy spread is currently 0.3075%. The listed security pool's sell spread reflects the transaction costs of selling assets incurred by the listed security pool as a result of members withdrawing units, and is factored into the calculation of the withdrawal price. The listed security pool sell spread is currently 0.3075%.

Special request fees

We may charge fees to the extent permitted by law in relation to the following services:

- flagging of accounts
- splitting of benefits
- flag lifting, if the agreement does not also provide for a payment split
- an order terminating an account flag
- an application for information
- any other action taken by us in relation to an interest covered by a superannuation agreement, flag lifting agreement or splitting order
- dishonour and rejection fees incurred as a result of dishonoured cheques and rejected direct debits.

Product access payments

Product access payments from third party product issuers whose financial products or financial services may be accessed through or in conjunction with the First Quest Retirement Service may be received. Typically, product access fees of up to \$25,000 pa or up to 0.15% of funds under management per fund manager may be received on an annual or more frequent basis, in exchange for services and information. Product access payments are paid by the product issuers out of their own resources and are not an additional charge to you. Further, we do not provide any information about you to these product issuers.

Increases to fees/charges

We reserve the right to increase any of the fees or charges up to the maximums allowable. We will provide you with at least 30 days notice of any increase in the fees or charges. The trust deed allows the Trustee to alter any of the fees or charges up to the maximums (inclusive of GST).

i For further information including maximum fees and charges please refer to Section 7 of the Information Guide.

Taxation

Where applicable, the benefit of any tax deductions or rebates is passed on to members.

i For further information on taxation please refer to Section 6 of the Information Guide.

Adviser remuneration

Your financial adviser is a valuable resource available to you, as they help you understand how investments work and how to get the most from your investments. Your adviser can also provide advice and guidance about other financial and insurance matters. Your adviser may be remunerated, as negotiated with you, in the form of member advice fees and/or insurance remuneration.

What fees and costs apply?

Member advice fees

You may agree to pay your financial adviser a member advice fee, which is the remuneration they receive for providing you with financial advice.

You should discuss member advice fees with your financial adviser to ensure you understand them and how they are calculated.

Member advice fees may comprise either one or a combination of the following:

Member advice fee types	Member advice fee options	How and when it is paid
Member advice fee – Contribution A fee you may agree to pay your financial adviser on initial and/or future contributions	A percentage (%) of each contribution	The fee will be calculated as a percentage of the initial and/or future contributions made to your account and deducted at the time the contribution is received from your account.
Member advice fee – Agreed services An ongoing fee you may agree to pay your financial adviser for ongoing financial advice	A regular dollar (\$) and/or percentage (%) fee	Option 1 A dollar (\$) fee, agreed with your financial adviser, is deducted from the balance of your account annually, half-yearly, quarterly or monthly at the end of the month requested or as a once-only fee deducted when requested. Option 2 A percentage (%) based fee is calculated on the average value of your account and deducted monthly from your account. Option 3 A combination of Option 1 and Option 2.

In all circumstances you control the member advice fee payments and can instruct us to change or cease payments. This instruction must be received by us in writing. Your instruction will generally be actioned within 5 business days. However we may take up to 15 business days depending on process requirements. We will also process instructions from your financial adviser to reduce member advice fee payments. In the event that we receive inconsistent instructions from you and your financial adviser we will always act in accordance with your instructions.

Where you enter into an agreement with your financial adviser for member advice fees, it is possible that your financial adviser may transfer the advisory services they provide you to another financial adviser. This may occur in circumstances such as, but not limited to, your financial adviser retiring, changing roles, merging advice practices or selling all or part of their practice.

Where any such changes occur, you will be notified within 30 days of us becoming aware of any such change, and your member advice fee arrangements will continue to be paid, unless you instruct us otherwise.

You should refer to your statement of advice for details of the member advice fee arrangements between you and your financial adviser.

Member advice fee limits

The maximum member advice fees that you can agree to pay your financial adviser from your account (excluding any remuneration that your financial adviser charges you directly) are outlined in the table below. We reserve the right not to deduct member advice fees that we believe are unreasonable.

Member advice fee type	Maximum
Member advice fee – Contributions	Up to 5.13% per contribution or rollover
Option 1 Member advice fee – Agreed services Dollar (\$) amount	Up to \$30,750 pa
Option 2 Member advice fee – Agreed services Percentage (%) amount	Up to 1.54% pa
Option 3 Member advice fee – Agreed services Combination of dollar and percentage amount	Up to \$30,750 pa

The remuneration that your financial adviser receives differs from the amount you pay from your account due to RITC. RITC is a partial

rebate of the GST payable to your financial adviser that we pass directly on to you. Therefore, you are not charged the entire amount that the adviser receives as remuneration.

Insurance remuneration

Your financial adviser may also receive an amount of up to 55% (inclusive of GST) of the base insurance premium as a result of advice provided by your financial adviser. This amount is calculated and paid annually. Further information about insurance premiums is available in the Insurance Protection PDS (Part 2 of the PDS). Your financial adviser must disclose these amounts to you.

Other amounts paid by us to your financial adviser

We may pay additional remuneration amounts to your financial adviser or their licensee. If these amounts are paid, they are paid by us from our own resources and are not an extra amount paid from the Fund nor are they an amount you pay.

Register for alternative forms of remuneration

From time to time, we may decide to pay additional amounts to your financial adviser as incentive or bonus payments and/or provide financial advisers with non-monetary benefits (such as training or entertainment). This is not an additional charge to you, rather an amount paid by us from our own resources. We maintain a register of non-monetary benefits that we provide to financial advisers. If you would like a copy of this register, please contact the Client Service Centre on 1800 550 188.

Insurance premiums

If you elect to take out insurance cover, your annual insurance premiums, which may include your base premium and other charges (including any remuneration negotiated with your financial adviser) will be deducted from your account. Please refer to Insurance Protection PDS (Part 2 of the PDS) for more information on insurance and the 'Insurance remuneration' section above for details on fees and remuneration paid to your financial adviser.

Example of annual fees and costs

The following table gives an example of how fees and costs in the North Select Active Balanced Pool for this product can affect your superannuation investment over a one-year period. You should use this table to compare this product with other superannuation products.

Example – North Select Active Balanced Pool		Balance of \$50,000 with total contributions of \$5,000 during year
Contribution fees ¹	0% - 0.13% pa	For every \$5,000 you put in, you will be charged between \$0 and \$256.25
PLUS Management costs ³	1.91% pa ³	And for the first \$50,000 you have in the Fund you will be charged \$956 in management costs, made up of \$435 for the investment management fees, \$475 for administration fees and \$46 for the Stronger Super fee.
EQUALS Cost of funds		If you put in \$5,000 ^{1,2} during a year and your balance was \$50,000, you would be charged fees of between: \$956 and \$1,212.25 ² What it costs you will depend on your total account balance, the underlying investments you choose and the fees you negotiate with your financial adviser.⁴

1 Member advice fees may be deducted from your contributions as agreed with your financial adviser. Actual contribution fees and the example above are calculated to four decimal places.

2 Not applicable for Income Stream members.

3 Management costs include administration fees, the Stronger Super fee, and investment management fees. The administration fee would be 0.95% pa for a balance of \$50,000. The Stronger Super fee is 0.092% pa. The investment management fee for the North Select Active Balanced Pool is currently 0.87% pa. Actual administration fees and the example above are calculated to four decimal places.

4 Additional fees may apply. You may agree to pay your financial adviser member advice fees, which is the remuneration they receive for providing you with financial advice. Further details can be found on pages 22 to 23 of this PDS.

The above example assumes that the balance of \$50,000 remains constant throughout the year. The additional contribution of \$5,000 is made on the last business day of the period. Any contribution made will increase the account balance on which the management costs are calculated.

What else do I need to know?

How will my benefit be paid upon death?

How you decide to allocate your death benefit can have significant taxation and estate planning consequences, so we encourage you to consult your financial adviser on this matter. A death benefit can be taken either as a lump sum or an income stream and you may nominate how the balance in your account is to be paid from the following:

- a) a binding death benefit nomination
- b) trustee discretion, or
- c) reversionary pension (income stream accounts only).

i For further information on how your benefit will be paid upon death please refer to Section 5 of the Information Guide.

Family law

The Family Law Act allows superannuation interests to be divided between couples, either by a formal superannuation agreement or by Family Court order. Upon separation or divorce, superannuation interests can be divided either as a percentage or an agreed amount.

Family law is complex and we recommend that you seek professional legal advice as to the consequences of separation and divorce on your superannuation interests.

i For further information on family law please refer to Section 7 of the Information Guide.

Taxation information

As an incentive to save for your retirement, the super system offers some attractive tax advantages.

Generally, your superannuation may be taxed:

- when contributions are made
- on your earnings while your money is invested in superannuation (maximum of 15%), and
- when you withdraw your money from superannuation under age 60.

The application of Australian taxation laws depends on your individual circumstances and may change in the future. We therefore recommend that you seek professional taxation advice.

i Further information about taxation is provided in Section 6 of the Information Guide. The topics include:

- Taxation information for superannuation
 - Contributions tax
 - Contribution limits
 - Concessional contributions caps
 - Non-concessional contributions caps
- No-TFN contribution rules
 - Concessional contributions
 - Non-concessional contributions
- Tax deductions
- Tax on investment earnings
- Taxation information for income stream accounts
 - Tax payable when starting an income stream
 - Tax on income stream payments
 - Aged under 60
 - Aged 60 and over
 - Tax on investment earnings
- General taxation information
 - Lump-sum benefits
 - Tax on death benefits
 - Anti-detriment payment
 - Tax refunds.

Cooling-off period

A 14-day 'cooling-off period' will apply to your initial investment in First Quest Retirement Service. If, during the cooling-off period, you decide that the investment does not meet your needs, then simply advise us in writing.

The 14 days start when confirmation of your membership is received by you or five days after your application is accepted, whichever is earlier. If you cancel your membership, we will refund your investment, reduced or increased for market movements in your chosen investment option(s). We will 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.

Delays may be experienced if the investment option(s) selected have redemption restrictions imposed by the underlying fund manager.

Amounts rolled over or transferred from another superannuation fund, retirement savings account (RSA) or approved deposit fund (ADF) which are 'preserved' or 'restricted non-preserved' cannot be refunded directly to you if you take advantage of the 14-day cooling-off period. We will roll over or transfer these amounts to the superannuation fund, RSA or ADF you nominate.

Identification requirements

To protect your money and to comply with legislative requirements (such as the Anti-Money Laundering and Counter-Terrorism Financing Act 2006) we will need on occasion to verify your identity. This means that we may need to obtain identification information when you make a withdrawal or transfer from your account and when we change your account details or undertake transactions in relation to your account.

i For further information about when you can access your super please refer to Section 2 of the Information Guide.

We will need to identify:

- a person prior to accepting their superannuation or commencing an income stream payment.
- a member prior to allowing the member to access their super (including income stream payments, full or partial withdrawal). We will only process the withdrawal or income stream payment once all relevant information has been received and your identity has been verified
- a member and their Self Managed Superannuation Fund (SMSF) prior to processing a rollover to the SMSF. We will only process the rollover once all relevant information has been received and your identity and that of the SMSF has been verified
- your estate and/or your dependants if you die while you are a member. We will need to verify the identity of any person(s), including your estate, prior to the payment of any Death benefit
- anyone acting on your behalf, including your nominated representative. If you nominate a representative, we will identify the nominated representative before adding them as a signatory to your account.

You also acknowledge that we may decide to delay or refuse any request or transaction, including suspending a withdrawal application, if we are concerned that the request or transaction may breach any obligation, or cause us to commit or participate in an offence under any law, and we will incur no liability to you if we do so.

In limited circumstances, we may need to re-verify your identity.

Your privacy

The privacy of your personal information is important to you and also to us. The purpose of collecting your information is to assess your application for and manage your membership of First Quest Retirement Service. In the future the Trustee may contact you about new products or special offers. If, at any time, you do not wish to receive this information you can let us know by contacting the Client Service Centre on 1800 550188 and quoting your member number.

Our policy on privacy is available on www.firstquest.com.au or by calling the Client Service Centre on 1800 550 188. If you have any complaints or questions about the privacy of your personal information, please contact our Enquiries and Complaints Officer by writing to:

The Enquiries and Complaints Officer
Synergy Capital Management Limited
GPO Box 584
HOBART TAS 7001

If you are not satisfied with our response, you may write to the Privacy Commissioner at:

Office of the Australian Information Commissioner
GPO Box 5218
SYDNEY NSW 2001

Enquiries and complaints

If you have an enquiry, contact your financial adviser, or the Client Service Centre on 1800 550 188 from anywhere in Australia.

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

Enquiries and Complaints Officer
Synergy Capital Management Limited
GPO Box 584
HOBART TAS 7001

What else do I need to know?

Include in your letter the exact nature of your complaint, your name and your 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 Tribunal is an independent body set up by the Federal Government to help members or their dependants resolve superannuation 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:

Superannuation Complaints Tribunal
Locked Bag 3060
MELBOURNE VIC 3001

Phone: 1300 884 114

Website: sct.gov.au

i For further information on the following please refer to
Section 7 of the Information Guide

- the Trust Deed
- privacy disclosure
- payment of small and insoluble lost member accounts to the Tax office
- supply of member info to ATO
- preferred fee arrangements
- relationship between the Trustee and some companies in which the Fund will invest
- relationship between the Trustee and some service providers.

Member declarations and acknowledgements

How to lodge your application

1. If you are a new client, please complete the application form that accompanies this PDS.
2. Remember you must sign the application form.
3. Please also complete and sign the First Quest Retirement Service Investment Authority (Part 4 of the PDS) to tell us how you want your monies invested.
4. If you provide your tax file number (by completing the relevant tax file number form), you will avoid being taxed at the highest applicable rate.
5. If you intend to make your contribution by direct debit, please complete the Direct Debit Request form that accompanies this PDS.

For superannuation clients only:

6. If you intend to contribute to the Regular Contributions Plan, please complete the Direct Debit Request form that accompanies this PDS.
7. If you intend to take insurance cover, please consult the Insurance Protection PDS (Part 2 of the PDS) and complete the application form within that document.

Cheques

Cheques must be made payable to SCML FORS Application Trust Account.

By completing and signing the application, you:

- confirm that you are eligible to contribute to the First Quest Retirement Service
- confirm that you are eligible to commence an income stream (if you are opening an income stream account)
- agree to be bound by the provisions of the trust deed constituting the First Quest Retirement Service as amended from time to time
- confirm that the details and information provided in the application are true and correct and undertake to inform First Quest Retirement Service of any changes to the information supplied, as and when they occur

- confirm that you have read and understood the PDS and now apply to become a member of the First Quest Retirement Service
- understand that neither any investment manager nor the Trustee or its associated companies make specific recommendations concerning investment options or guarantee the performance of or a rate of return from the First Quest Retirement Service
- confirm that you have been fully informed of the nature and risks associated with each of the investment strategies which have been selected and are satisfied that these investment strategies are suitable for your own individual needs
- confirm you have received and read the First Quest Retirement Service Investment Authority (Part 4 of the PDS) and that you understand that if you do not provide the First Quest Retirement Service with a completed Investment Authority your monies will be invested in the default investment option
- acknowledge receipt of a copy of the current PDS for each investment option selected
- acknowledge that we are entitled to deduct taxes paid (or payable) from any amount withdrawn
- authorise us to deduct all charges and expenses incurred on your behalf
- authorise us to provide your financial adviser with any information in relation to your investments
- agree to be bound by the fax instruction conditions
- acknowledge that the application that accompanies this PDS and the declarations and acknowledgements made herein cover future applications and switch requests made in writing
- acknowledge that future investments will be made in the investment options you last selected, in the proportions last selected, unless otherwise directed in writing and that the underlying PDSs you received relating to these investment options may not be the most up-to-date when making future investments
- acknowledge that in the event that the investment option you selected is not available, the investment will be made in your default investment option, unless you direct otherwise in writing
- acknowledge that units applied for, switched or withdrawn will be issued or withdrawn on the terms of the then current First

Member declarations and acknowledgements

Quest Retirement Service PDS and the trust deed (as amended from time to time)

- acknowledge that if you received this PDS and an application form electronically, you are aware that you can request a paper copy of the application form and the PDS free of charge from either the First Quest Retirement Service or your financial adviser
- authorise the First Quest Retirement Service to accept instructions for change of your address, switching investments, change of investment strategy, new Security Plan instructions and cancellation of Security Plan instructions from your financial adviser, if you have elected the adviser account maintenance facility
- acknowledge and agree that if you have elected to use the income stream transfer service, we will establish a First Quest Retirement Service superannuation account in your name and invest all contributions and rollovers as nominated by you in your application form into your nominated superannuation investment option. On or around the date all required information, contributions and rollovers are received in your superannuation account, your superannuation investments will be sold and proceeds used to purchase your nominated income stream investments. When this is completed, your income stream account will commence
- acknowledge that if you use the income stream transfer service and not all of your nominated contributions and rollovers are received within 90 days, the First Quest Retirement Service may, at its discretion, commence your income stream after 90 days of receipt of the first rollover or contribution, and
- agree to be bound by the terms and conditions of the PDS as updated from time to time.

Adviser Account Maintenance Facility

You may choose to authorise us to accept instructions from your financial adviser in relation to certain matters concerning your account by completing the Adviser Account Maintenance Facility section of the application form that accompanies this PDS.

If you select this option, you authorise your financial adviser to provide us with instructions and you authorise us to accept those instructions in relation to the following matters concerning your account:

- change of address

- switching investments
- change of investment strategy
- new Security Plan instructions
- cancellation of existing Security Plan instructions, and
- change of income stream drawings strategy (income stream accounts only).

Your financial adviser for the purposes of this authorisation is the person who signs and completes the application form at the Declaration – financial adviser section of the application form.

Any instructions given to us by your financial adviser under this authorisation will be regarded as instructions given by you. We do not require your written consent to act on instructions given by your financial adviser under this authorisation.

We will not enquire as to whether you have given your financial adviser different instructions prior to acting on the instructions given by your financial adviser under this authorisation. Further, if you select this option, you cannot later claim that your financial adviser was not acting on your behalf when giving instructions to us in relation to the matters set out above.

If you select this option, you (and any person who may seek to claim through you) release and indemnify us from all losses and liabilities arising out of, or in connection with, directly or indirectly, we will act on the instructions of your financial adviser under this authorisation. If you select this option, the authorisation continues until you expressly revoke it in writing.

Each year, we will send you a reminder with your consolidated report which will confirm whether this authorisation is still active for your account. If you wish to revoke the authorisation, you should let us know in writing. If you change financial advisers, we will automatically revoke authorisation for your previous financial adviser and you will need to complete a new Adviser Account Maintenance Facility form if you wish to grant authority for your new financial adviser to use this facility.

First Quest Retirement Service Superannuation and Income Stream Application Form

If you are applying for First Quest Retirement Service – **Superannuation** please complete:

- ☐ Question 1 Personal details
- ☐ Question 2 Type of membership
- ☐ Question 3 Employer details (if applicable)
- ☐ Question 5 Fax instructions
- ☐ Question 6 Adviser Account Maintenance Facility
- ☐ Question 7 Member advice fees
- ☐ Question 8 Payment of death benefit
- ☐ Question 9 Insurance cover
- ☐ Question 10 Regular contributions plan
- ☐ Question 11 Superannuation eligibility
- ☐ Question 12 Investment details
- ☐ Question 20 First Quest Online
- ☐ Question 21 Security questions
- ☐ Question 22 Declaration – financial adviser
- ☐ Question 23 Member signature
- ☐ Notification of tax file number
- ☐ Binding Death Benefit Nomination
- ☐ Security Plan
- ☐ Transfer Authority
- ☐ Notice of intent to claim a deduction for personal super contributions
- ☐ Direct Debit Request – once-off and regular monthly direct debits

If you are applying for First Quest Retirement Service – **Income Stream** please complete:

- ☐ Question 1 Personal details
- ☐ Question 2 Type of membership
- ☐ Question 4 Income stream under age 65
- ☐ Question 5 Fax instructions
- ☐ Question 6 Adviser Account Maintenance Facility
- ☐ Question 7 Member advice fees
- ☐ Question 13 Income stream payment details
- ☐ Question 14 Income stream drawings strategy
- ☐ Question 15 Payment of death benefit
- ☐ Question 16 Investment details
- ☐ Question 17 Contribution payment details (if applicable)
- ☐ Question 18 Eligibility
- ☐ Question 19 Investment Authority while consolidating in super (if applicable)
- ☐ Question 20 First Quest Online
- ☐ Question 21 Security questions
- ☐ Question 22 Declaration – financial adviser
- ☐ Question 23 Member signature
- ☐ Binding Death Benefit Nomination
- ☐ Security Plan
- ☐ Transfer Authority
- ☐ ATO Tax File Number Declaration

Forward your completed Application form to First Quest Retirement Service Superannuation and income stream GPO Box 584, HOBART TAS 7001

First Quest Retirement Service Superannuation and Income Stream Application Form (cont'd)

APPLS

PENUP

F/Fa

When you complete the form:

- use a BLACK pen
- print well within the boxes in clear BLOCK LETTERS
- use CROSSES in boxes where applicable.

1. Personal details

Title

Given names

Surname

Date of birth

Sex

☐

Male

☐

Female

Full residential address
(must not be PO Box)

State

Postcode

If you wish to nominate a different address for all correspondence please advise below:

Postal address

State

Postcode

Daytime contact
phone number☐

Business

☐

Home

Mobile

Email

Income stream only

For the purposes of Anti-Money Laundering and Counter-Terrorism Financing Laws the following information must have been provided above:

- Full name of the member
- Date of birth of the member
- Full residential address of the member.

Income stream documentation requirements

The following standard* documents must accompany your application form.

A certified copy† of a current (please tick):

☐

Australian driver's licence containing a photograph of the person, or

☐

Australian passport‡, or

☐

Card issued under a law of a State or Territory for the purpose of proving a person's age which contains a photograph of the person in whose name the document is issued.

* If standard documentation requirements cannot be met, please contact the Client Service Centre on 1800 550 188 for details on alternative acceptable documentation.

† See page 44 of Part 1 of the PDS for further information on who can certify documents.

‡ It is permissible for a passport issued by the Commonwealth to have expired within the preceding two years.

2. Type of membership

Please indicate the plan you wish to invest in.

☐

Superannuation

☐

Income Stream

3. Employer details (complete this question only if your employer is an employer group with First Quest's Employer Super)

Please specify employer name



4. Income Stream applications – member under 65 years

If you are aged under 65:

Is this a transition to retirement income stream? ☐ Yes ☐ No

Amount to commence transition to retirement income stream (if no amount specified we will assume total amount received)

\$

Have you permanently retired and reached preservation age or satisfy a condition of release? ☐ Yes ☐ No Date retired / /

i For further information about transition to retirement income streams please refer to section 3 of the Information Guide.

5. Fax instructions

Do you wish the First Quest Retirement Service to accept faxes from you? ☐ Yes ☐ No (If no election is made, we will assume 'No')

(Refer to page 12 of Part 1 of the PDS).

Please note the First Quest Retirement Service cannot accept change of name notification by fax, even if you elect this fax instruction facility.

6. Adviser Account Maintenance Facility

Do you wish to authorise your financial adviser to provide the First Quest Retirement Service with instructions in relation to the following matters concerning your account without the need for your written consent?

- Change of address.
- Switching investments.
- Change of investment strategy.
- New Security Plan instructions.
- Cancellation of existing Security Plan instructions.
- Change of income stream drawing strategy (Income Stream only).

Prior to selecting this option it is important that you read the section entitled 'Adviser Account Maintenance Facility' in the member declarations and acknowledgements section at page 26 of Part 1 of the PDS so that you are fully aware of the conditions associated with using this service.

☐ Yes ☐ No (If no election is made, we will assume 'No')

7. Member Advice Fees

Member advice fee – Contribution (Superannuation only)

Fee before GST		GST less RITC		Total fee
<input type="text"/> %	x	<input type="text"/> 1.025	=	<input type="text"/> %

Member advice fee – Contribution (rollover fees)

Fee before GST		GST less RITC		Total fee
<input type="text"/> %	x	<input type="text"/> 1.025	=	<input type="text"/> %

Member advice fee – Agreed Services

Option 1: Fixed dollar amount (maximum \$30,750 pa inclusive of GST less RITC)

To be deducted as a once-off fee:	<input type="checkbox"/> Once-off fee	Amount to be deducted		Fee before GST		GST less RITC		Total fee incl GST less RITC
		\$ <input type="text"/> pa	x	<input type="text"/> 1.025	=	\$ <input type="text"/> pa		

and/or deducted from your account balance on the following basis: ☐ Annually ☐ Half-yearly ☐ Quarterly ☐ Monthly

On the last day of the month commencing / (mm/yy)

Amount to be deducted		Fee before GST		GST less RITC		Total fee incl GST less RITC
\$ <input type="text"/> pa	x	<input type="text"/> 1.025	=	\$ <input type="text"/> pa		

Option 2: Percentage of administered assets (up to 1.54% inclusive of GST less RITC)

Fee before GST		GST less RITC		Total fee incl GST less RITC
<input type="text"/> % pa	x	<input type="text"/> 1.025	=	<input type="text"/> % pa

Option 3: You may nominate a combination of Option 1 and Option 2 up to a maximum of \$30,750 pa (inclusive of GST less RITC).

First Quest Retirement Service Superannuation only Application Form (cont'd)

8. Payment of death benefit

Binding nomination (please complete pages 47 and 48 of Part 1 of the PDS)

Trustee discretion (please complete section below)

Trustee discretion – nominated beneficiaries

In the event of my death, I nominate the following beneficiaries for payment of benefits:

☐ My legal personal representative (eg the executor of your will) Percentage allocation %

If you have nominated your legal personal representative, the benefit must be paid as a lump sum.

AND/OR

Dependant 1

Percentage allocation %

Title Given name Surname

Date of birth / /

Relationship to member ☐ Spouse ☐ Child ☐ Interdependency relationship ☐ Financial dependant

Address

State Postcode

Dependant 2

Percentage allocation %

Title Given name Surname

Date of birth / /

Relationship to member ☐ Spouse ☐ Child ☐ Interdependency relationship ☐ Financial dependant

Address

State Postcode

Dependant 3

Percentage allocation %

Title Given name Surname

Date of birth / /

Relationship to member ☐ Spouse ☐ Child ☐ Interdependency relationship ☐ Financial dependant

Address

State Postcode

Please provide the name and contact details of a person who would assist us with locating your nominated beneficiaries in the event of your death.

Title Given names

Surname

Address

State Postcode

9. Insurance cover

Do you wish to apply for insurance cover offered to members of the First Quest Retirement Service? ☐ Yes ☐ No

If 'Yes', please refer to the Insurance Protection PDS (Part 2 of the PDS) and complete the application forms within.

10. Regular contributions plan

I authorise the debit of \$ on the 15th of each month commencing (month)

Please complete the Direct Debit Request on page 57 of Part 1 of the PDS.

11. Superannuation eligibility

I am eligible to contribute to superannuation, as I am:

- ☐ under 65 years of age, or
- ☐ over 65 years and meet the work test, that is I have been gainfully employed at least 40 hours in a period of not more than 30 consecutive days in the current financial year.

For further information about contributing to superannuation please refer to section 1 of the Information Guide.

12. Investment details

I am paying my initial contribution of \$ ☐ Rollover/cheque ☐ BPAY ☐ Once-only direct debit

Rollover provider details:

Source	<input type="text"/>	\$ <input type="text"/>
Source	<input type="text"/>	\$ <input type="text"/>
Source	<input type="text"/>	\$ <input type="text"/>

My contributions are to be treated as follows:

	Cheque	BPAY	Once-only Direct Debit
Eligible spouse contribution	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Personal contribution – Do you wish to claim a tax deduction <input type="checkbox"/> Yes <input type="checkbox"/> No	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
(If you ticked yes, please complete the 'Notice of intent to claim a deduction for personal super contributions' form on page 59)			
Employer contribution	\$ <input type="text"/>	\$ <input type="text"/>	
Salary sacrifice	\$ <input type="text"/>	\$ <input type="text"/>	
Superannuation guarantee contribution shortfall	\$ <input type="text"/>		
Total	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>

Please make cheques payable to SCML FQRS Application Trust Account

Claiming a tax deduction – important notice

If you wish to claim a tax deduction you should complete the notice of intent to claim a deduction for personal super contributions on page 55.

When should the notice be completed?

You must lodge a notice of intent to claim a deduction before whichever of the following occurs first:

- The day you lodge your income tax return for the year the contributions were made.
- The end of the income year after the income year in which you made the contributions.

Important

Please be aware that you cannot lodge or make variation to a notice of intent if:

- you are no longer a member of the fund
- the super fund no longer holds the contribution
- a part withdrawal has reduced the amount available to be deducted
- the super fund has begun to pay an income stream based in whole or part of the contribution, or
- the super fund has accepted a contribution-splitting application in relation to the contribution.

You must receive an acknowledgement from the Trustee before your contributions can be claimed.

First Quest Retirement Service Income Stream only Application Form (cont'd)

13. Income Stream Payment details

On receipt of completed paperwork and funds, the income stream will commence immediately, unless otherwise advised.

Amount:

☐

Minimum

☐

Maximum (applicable to transition to retirement income streams only)

Specified amount

\$

(Gross pa)

(If no election is made, the minimum will be paid)

Frequency: (Payments made around the 15th day of the month)

☐

Monthly

☐

Quarterly

☐

Half-yearly

☐

Annually

Date of first payment

15 / /

(If no election is made, quarterly payments will be used.)

Please note: For applications received by the 6th of the month, the first payment will be made around the 15th of that month. For applications received after the 6th, income stream payments will commence in the following month.

Income stream payments to be paid by direct credit to the following bank/credit union or building society account:

Account name

Name of institution

Postal address
of branch

State

Postcode

BSB number

Account number

(max. 9 digits)

14. Income stream drawings strategy

☐

As per investment authority

☐

OR As per the following instruction:

Product code

Investment option

Allocation %

Must equal 100%

Note: Fees will also be redeemed in accordance with this strategy. If no election is made, withdrawals and fees will be redeemed as per your investment authority.

15. Payment of death benefit

Note: Death benefits can only be paid as an income stream to a person classed as a dependant for tax purposes, being:

- a spouse or former spouse
- your child under 18
- any other person financially dependent on you, or
- anyone else with whom you have an interdependency relationship on the basis that:
 - you have a close personal relationship with them
 - you live with them
 - either of you provides the other with financial support, and
 - either of you provides the other with domestic support and/or personal care.

1. Reversionary pension

☐

a. Automatic reversionary pension

☐

b. Discretionary reversionary pension (surviving spouse)

Name of dependant

Date of birth

/ /

2. Binding nomination (Complete pages 47 to 48 of Part 1 of the PDS)

First Quest Retirement Service Income Stream only Application Form (cont'd)

Fa

3. Trustee discretion (Complete details below)

In the event of my death, I nominate the following beneficiaries for payment of benefits:

☐

My legal personal representative (eg the executor of your will)

Percentage allocation

%

If you have nominated your legal personal representative, the benefit must be paid as a lump sum.

AND/OR

Dependant 1

Percentage allocation

%

Title

Given name

Surname

Date of birth

Relationship to member

☐

Spouse

☐

Child

☐

Interdependency relationship

☐

Financial dependant

Address

State

Postcode

Dependant 2

Percentage allocation

%

Title

Given name

Surname

Date of birth

Relationship to member

☐

Spouse

☐

Child

☐

Interdependency relationship

☐

Financial dependant

Address

State

Postcode

Dependant 3

Percentage allocation

%

Title

Given name

Surname

Date of birth

Relationship to member

☐

Spouse

☐

Child

☐

Interdependency relationship

☐

Financial dependant

Address

State

Postcode

If you want to nominate further beneficiaries please attach a separate listing with details similar to those above.

If no election is made, trustee discretion will be used. This may affect the calculation and taxability of your income stream.

16. Investment details

☐ A. Rollover (Please make cheques payable to SCML FQRS Application Trust Account)

Source		\$
Source		\$
Source		\$
Source		\$
Source		\$

Is the account to be rolled over coming from the commutation of an income stream/annuity which commenced prior to 1 July 1994?

☐ Yes ☐ No (If no election is made we will assume 'No'.)

☐ B. Commence an income stream from my First Quest Retirement Service Superannuation account number

Please complete the following if you wish to provide First Quest Retirement Service with notice of your intention to claim a tax deduction with this application for:

- Personal super contributions, and/or
- Splitting contributions with your spouse.

Total of my personal contributions and/or contributions I have split with my spouse covered by this notice:

 \$

Is this varying an earlier notice? ☐ Yes ☐ No

The amount of these personal contributions and/or contributions I have split with my spouse that I will be claiming as a tax deduction:

 \$

If you wish to claim a tax deduction you should complete the notice of intent to claim a deduction for personal super contributions on page 55.

When should the notice be completed?

You must lodge a notice of intent to claim a deduction before whichever of the following occurs first:

- The day you lodge your income tax return for the year the contributions were made.
- The end of the income year after the income year in which you made the contributions.

Important

Please be aware that you cannot lodge or make a variation to a notice of intent if:

- you are no longer a member of the fund
- the super fund no longer holds the contribution
- a part withdrawal has reduced the amount available to be deducted
- the super fund has begun to pay an income stream based in whole or part of the contribution, or
- the super fund has accepted a contribution-splitting application in relation to the contribution.

You must receive an acknowledgement from the Trustee before your contributions can be claimed.

☐ C. Have all funds been received for your income stream to commence? ☐ Yes ☐ No

First Quest Retirement Service Income Stream only Application Form (cont'd)

Fa

You only need to complete this section if you wish to consolidate your contributions and rollovers in a First Quest Retirement Service Superannuation account before commencing your income stream.

17. Contribution payment details

Your income stream account will commence on or around the date we receive all information requirements, contributions and rollovers as nominated in this section by you:

I am paying total contributions of \$ by:

- ☐ Cheque (make payable to SCML FQRS Application Trust Account)
- ☐ BPAY (see pages 6 to 7 of Part 1 of this PDS for information on paying by BPAY)
- ☐ Once-only direct debit (please complete a Direct Debit Request on Page 57 of Part 1 of the PDS)
- ☐ Rollover (please provide details about each rollover you expect to transfer. To instruct the previous fund to roll over your funds please complete the Transfer Authority form on pages 51 to 54 of Part 1 of the PDS.)

Rollover provider	Policy/Account No.	Approximate Amount
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

My contributions are to be treated as follows:

	Cheque	BPAY	Once-only Direct Debit
Eligible spouse contribution	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Personal contribution – Do you wish to claim a tax deduction? <input type="checkbox"/> Yes <input type="checkbox"/> No (If you ticked yes, please complete the section below entitled 'Claiming a tax deduction')	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
Employer contribution	\$ <input type="text"/>	\$ <input type="text"/>	
Salary sacrifice	\$ <input type="text"/>	\$ <input type="text"/>	
Superannuation guarantee contribution shortfall	\$ <input type="text"/>		
Total	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>

Please make cheques payable to SCML FQRS Application Trust Account.

17. Contribution payment details (continued)

Claiming a tax deduction – important notice

If you wish to claim a tax deduction you should complete the notice of intent to claim a deduction for personal super contributions on page 55 of Part 1 of the PDS.

When should the notice be completed?

You must lodge a notice of intent to claim a deduction before whichever of the following occurs first:

- The day you lodge your income tax return for the year the contributions were made.
- The end of the income year after the income year in which you made the contributions.

Important

Please be aware that you cannot lodge or make a variation to a notice of intent if:

- you are no longer a member of the fund
- the super fund no longer holds the contribution
- a part withdrawal has reduced the amount available to be deducted
- the super fund has begun to pay an income stream based in whole or part of the contribution, or
- the super fund has accepted a contribution-splitting application in relation to the contribution.

You must receive an acknowledgement from the Trustee before your contributions can be claimed.

You only need to complete this section if you wish to consolidate your contributions and rollovers in a First Quest Retirement Service Superannuation account before commencing your income stream.

18. Eligibility

Please complete this eligibility declaration if this income stream is created with monies other than from an existing First Quest Retirement Service account or rollover from another superannuation fund.

I am eligible to contribute to superannuation, as I am:

☐

under 65 years of age, or

☐

over 65 years and meet the work test, that is I have been gainfully employed at least 40 hours in a period of not more than 30 consecutive days in the current financial year.

i For further information about contributing to superannuation please refer to section 1 of the Information Guide.

19. Investment Authority while I am consolidating my contributions and rollovers in my superannuation account:

Code	Investment option	Amount Invested
		100%

First Quest Retirement Service will commence your First Quest Retirement Service – Income Stream account once all the contributions and rollovers as listed in section 17 of the income stream application form are received. First Quest Retirement Service reserves the right, however, to commence your income stream within 90 days of receipt of your first rollover or contribution, even if all nominated contributions have not been received.

First Quest Retirement Service Income Stream only Application Form (cont'd)

20. First Quest Online

First Quest Online is our secure internet service providing you with easy access to up-to-date information about your investment.

Please complete if you would like to register for First Quest Online.

Preferred username note: maximum of 12 characters

Preference 1

Preference 2

Preference 3

You will be advised of your username via mail.

Once you receive your username, please call us on 1800 550 188 to obtain your password.

Please ensure that you complete question 21 – Security questions to enable us to confirm your identity.

Other account names to be included under this login

Account name

Type (super/investment)

Account number (if known)

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

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First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

First Quest Retirement Service Superannuation and Income Stream Application Form (cont'd)

21. Security questions

Please provide two questions for which it is likely only you will know the answer.

Question 1

Answer 1

Question 2

Answer 2

We will use these security questions to verify your identity before providing account information, assistance with First Quest Online such as provision of your password, or accepting change of address by telephone.

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

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First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

First Quest Retirement Service Superannuation and Income Stream Application Form (cont'd)

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22. Declaration – financial adviser

I confirm that I have considered the member's financial position and ongoing requirements and have provided the member with the current underlying PDS relevant to each of the selected investment options.

If the member has elected to use the Adviser Account Maintenance Facility, I confirm that I accept the authorisation to give instructions to First Quest, on behalf of the client whose name(s) appears in section 1 of this application form in accordance with the conditions set out in the PDS.

Please use block letters

Name

Address

Signature

Adviser reference
code (if known)

Adviser's stamp

23. Member signature

Before you sign this application form, your financial adviser (or your employer if you have been enrolled in the First Quest Retirement Service by your employer) is obliged to give you the current Product Disclosure Statement (which is a summary of important information relating to the Fund) to which this application applies. This Product Disclosure Statement and any Supplementary Product Disclosure Statements will help you to understand the product and decide if it is appropriate to your needs. An investment in the investment options offered through the First Quest Retirement Service is subject to investment risk, including possible delays in repayment and loss of income and capital invested. Neither N.M. Super, or any other member of the AMP group or the investment managers or fund managers, guarantee the repayment of capital, payment of income or the performance of the investment options, including the investment options you nominated as your investment strategy as an Employer Super member.

Cheques are to be made payable to: SCML FQRS Application Trust Account.

I have read and understood the Product Disclosure Statement to which this application applies including the member declaration, conditions and acknowledgements and any Supplementary Product Disclosure Statements. I acknowledge and agree to accept them. I consent to the use of my personal information as outlined in the privacy statement. I can confirm that all details given in this application are correct and that I have received a copy of the current underlying PDS for each of the investment options nominated in my investment strategy.

Member signature

Date

 / /

Name

To quote your tax file number, please complete the Notification of Tax file number form on page 45 of Part 1 of the PDS.

Certifying copies (of an original document)

Certified copy' means a document that has been certified as a true copy of an original document.

'Certified extract' means an extract that has been certified as a true copy of some of the information contained in a complete original document by one of the persons described in paragraphs (1) – (15) below.

People who can certify documents or extracts are [italics added for ease of comprehension]:

1. (*A lawyer*) a person who is enrolled on the roll of the Supreme Court of a State or Territory, or High Court of Australia, as a legal practitioner (however described).
2. A judge of a court.
3. A magistrate.
4. A chief executive officer of a Commonwealth court.
5. A registrar or deputy registrar of a court.
6. A Justice of the Peace.
7. A notary public (for the purposes of the Statutory Declaration Regulations 1993).
8. A police officer.
9. (*A postal agent*) an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public.
10. (*The post office*) a permanent employee of The Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public.
11. An Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955).
12. An officer with 2 or more continuous years of service with one or more financial institutions (for the purposes of the Statutory Declaration Regulations 1993).
13. A finance company officer with 2 or more continuous years of service with one or more financial companies (for the purposes of the Statutory Declaration Regulations 1993).
14. An officer with, or authorised representative of, a holder of an Australian financial services licence, having 2 or more continuous years of service with one or more licensees.
15. (*An accountant*) a member of the institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership.

Information and documentation requirements

Information and documentation requirements are based on the IFSA/FA Industry Guideline – Schedules 1 to 9: Managing mutual obligations under Chapter 7 of the Anti-Money Laundering and Counter-Terrorism Financing Rules.

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

First Quest Retirement Service Superannuation only

Notification of tax file number

Please print neatly in BLOCK LETTERS with black pen only.

Your tax file number (TFN) is confidential. Before you decide to provide your TFN, we are required to tell you the following things:

- We can collect your TFN under the Superannuation Industry (Supervision) Act 1993.
- If you do provide your TFN to us, we will use it only for legal purposes. This includes finding or identifying your superannuation benefits where other information is insufficient, calculating tax on any employer 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 tax payable on superannuation contributions made by or for you). These purposes may change in future.
- It is not an offence if you choose not to quote your TFN, but if you do not tell us your TFN, either now or later, you:
 - will not be eligible to make non-concessional (personal) contributions into the fund
 - will incur tax at the highest marginal rate on all concessional (employer) contributions
 - will be taxed at the highest rate when funds are withdrawn.
- If you provide your TFN to us, we may provide it to the Trustee of any other superannuation fund or to a RSA provider where the RSA provider or Trustee is to receive your transferred benefits in the future. We won't pass your TFN to any other fund if you tell us in writing that you don't want us to pass it on. We may also give it to the Commissioner of Taxation. Otherwise we will treat it as confidential.

My TFN is:

Member number
(if known)

Date of birth

 / /

Full name

Member signature

Date

 / /

The purposes for which your TFN can be used and the consequences of not quoting your TFN may change in the future as a result of legislative change.

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

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First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

First Quest Retirement Service Superannuation and Income Stream Binding Death Benefit Nomination

BINDI BINDI
F/Fa

Please complete this form to request a binding death benefit nomination.

1. Member details

Member number (if known)			
Title		Given names	
Surname			
Date of birth	/ /	Sex	<input type="checkbox"/> Male <input type="checkbox"/> Female

Please complete the details for your nominated beneficiaries and select from the following list to indicate the dependant's current relationship to you:

- Spouse.
- Child.
- Your legal personal representative.
- Other person financially dependent on you.
- Anyone else with whom you have an interdependency relationship on the basis that:
 - you have a close personal relationship, and
 - you lived together, and
 - either of you provides the other with financial support, and
 - either of you provides the other with domestic support and personal care.

Please specify your required allocation and ensure the total allocation adds up to 100%.

Note: If any dependant nominated is not a dependant in the opinion of the Trustee and according to superannuation law at the date of your death, this notice will be invalid.

2. Nomination of beneficiaries

<input type="checkbox"/> My legal personal representative (eg the executor of your will)	Percentage allocation		%
--	-----------------------	--	---

If you have nominated your legal personal representative, the benefit must be paid as a lump sum.

AND/OR

Dependant 1

Title		Given name		Surname		Percentage allocation		%
Date of birth	/ /							
Relationship to member	<input type="checkbox"/> Spouse	<input type="checkbox"/> Child	<input type="checkbox"/> Interdependency relationship	<input type="checkbox"/> Financial dependant				
Address								
		State		Postcode				

Dependant 2

Title		Given name		Surname		Percentage allocation		%
Date of birth	/ /							
Relationship to member	<input type="checkbox"/> Spouse	<input type="checkbox"/> Child	<input type="checkbox"/> Interdependency relationship	<input type="checkbox"/> Financial dependant				
Address								
		State		Postcode				

2. Nomination of beneficiaries (continued)

Dependant 3

Percentage allocation %

Title Given name Surname

Date of birth / /

Relationship to member ☐ Spouse ☐ Child ☐ Interdependency relationship ☐ Financial dependant

Address

State Postcode

Dependant 4

Percentage allocation %

Title Given name Surname

Date of birth / /

Relationship to member ☐ Spouse ☐ Child ☐ Interdependency relationship ☐ Financial dependant

Address

State Postcode

3. Declaration

I am a member of the First Quest Retirement Service. The nomination and benefit allocation applies only to my interest to which this application form applies and not to any other interest.

I understand that if this nomination is valid at the time of my death, the Trustee must pay the benefit as directed, regardless of any change in my personal circumstances or that of my beneficiaries.

I understand that this nomination form is not valid unless completed to the satisfaction of the Trustee and received at the Client Service Centre before the death of the member.

I understand that this form will become invalid and have no effect:

- on the expiry of three years after the date of the signature
- on the termination of the interest to which this nomination relates
- on my ceasing to be a member of the fund
- in any other circumstances stated in this form
- in such other circumstances as is stated in the current Product Disclosure Statement and any Supplementary Product Disclosure Statements.

Two adult witnesses must sign and date this form at the same time as you have signed – neither can be a nominated beneficiary on this form.

Your signature

Please print
your full name

By witnessing the binding nomination I declare that I am aged eighteen or over and have witnessed the signing of this document by the person whose signature appears above.

Witness 1

Signature Date / /

Print name

Address State Postcode

Witness 2

Signature Date / /

Print name

Address State Postcode

First Quest Retirement Service Superannuation and Income Stream Security Plan

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F/Fa

Please print neatly in BLOCK LETTERS with black pen only.

Member details

Member number

Title

Given name

Surname

Have all funds been received for this Security Plan to commence? ☐ Yes ☐ No

I authorise Synergy Capital Management Limited to withdraw \$ over a period of months

(between 3 and 24 months, please specify), starting on or after in equal amounts from the investment options detailed below:

From

Product code	Investment option	Drawing \$ or %
		%
		%
		%

Note: If entering a \$ amount, please specify the total amount to be redeemed for the duration of the Security Plan. This amount will be divided by the period specified to determine the monthly redemption amount.

To

Monies will be placed in the following investment options:

Product code	Investment option	Allocation \$ or %

Note: If entering a \$ amount, please specify the total amount to be invested for the duration of the Security Plan. This amount will be divided by the period specified to determine the monthly investment amount.

Please note:

- That this authorisation does not change your original investment strategy.
- All future funds will be deposited and withdrawn as per your original investment strategy.
- Additional deposits will not form part of this Security Plan.

Member signature

I have read and understood this Product Disclosure Statement including the member declaration, conditions and acknowledgements and any supplementary Product Disclosure Statements. I acknowledge and agree to accept them. I confirm that all details given in this application are correct and that I have received a copy of the current underlying PDS for each of the investment options listed above.

Member signature

Name

Date

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First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

First Quest Retirement Service Superannuation and Income Stream Transfer Authority

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F/Fa

Please print neatly in BLOCK LETTERS with black pen only.

Please note: This Transfer Authority complies with the Superannuation Transfer Protocol and is for use when transferring an existing superannuation benefit into the First Quest Retirement Service.

- A separate form must be used for each fund being transferred.
- Member's signature must be an original, not photocopied.
- Send this form(s) to the superannuation fund to be transferred from or the RSE licensee.

☐ First Quest Retirement Service – Super ☐ First Quest Retirement Service – Income Stream

1. Details of superannuation fund to be transferred

Member number	<input type="text"/>	Fund phone number	<input type="text"/>
Name of fund	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Australian business number (ABN)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unique Superannuation Identifier (USI)	<input type="text"/>		
Please transfer	<input type="checkbox"/> The total amount of my account OR <input type="checkbox"/> an amount of <input type="text"/>		

2. Member details

<input type="checkbox"/> New member <input type="checkbox"/> Existing member	If existing, member number	<input type="text"/>
Surname	<input type="text"/>	
Given name(s)	<input type="text"/>	
Address	<input type="text"/>	
	<input type="text"/>	State <input type="text"/>
		Postcode <input type="text"/>
Telephone	<input type="text"/>	Fax <input type="text"/>
Date of birth	<input type="text"/>	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female

Tax file number (TFN)

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

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

I have read the information provided in the 'Important information' section, and agree to provide my TFN (tick one only):

☐ Yes ☐ No

My TFN is:

If you do not provide a valid TFN, further proof of identity information will be required. Refer to the Customer identification information section.

3. Instruction to the Trustee of the fund being transferred

Please transfer the amount to the Trustee for the First Quest Retirement Service. This is a complying Superannuation Fund for the purposes of the SIS Act.

If you are not processing this payment electronically, please make cheques payable to SCML FQRS Application Trust Account.

The Trustee is acting on my behalf for this transfer, and I authorise you to provide all relevant information to them.

4. Authorisation to the approved RSE Trustee

I authorise the transfer of my benefits from my old fund to the First Quest Retirement Service, and the transfer of any contribution received from my previous employer, after benefits have been transferred.

5. Member's signature

I understand that:

- I declare I have fully read this form and the information completed is true and correct. I request and consent to the transfer of superannuation as described above and authorise the superannuation provider of each fund to give effect to this transfer.
- I am aware I may ask my superannuation provider for information about any fees or charges that may apply, or any other information about the effect this transfer will have on my insurance cover or other benefits. I have obtained or do not require such information.
- I am aware that in certain cases the Trustee may be required by law to deduct tax from the untaxed portion, if any, of any eligible termination payments. I approve the deduction of transfer fees (if any) from the benefits transferred (subject to legislative restrictions).
- I am aware that transfers between funds are done in accordance with legislative requirements.
- I discharge the superannuation provider of my 'FROM' fund of all further liability in respect of the benefits paid and transferred to the First Quest Retirement Service.
- I consent to my tax file number being disclosed for the purposes of consolidating my account.

Member signature

Name (print in
BLOCK LETTERS)

Date

Important information

Tax file number (TFN) notification

Your TFN is confidential. Before you provide your TFN we are required to tell you the following:

1. TFNs are collected under the Superannuation Industry (Supervision) Act 1993, Retirement Savings Accounts Act 1997, the Privacy Act 1988 and taxation acts (including the income tax and superannuation surcharge tax acts).
2. The Trustee and Fund Administrator will only use your TFN for superannuation purposes, including:
 - finding or joining together your superannuation benefits
 - calculating the correct tax on superannuation lump-sum benefits
 - passing it to the Trustee of another superannuation fund or provider of a retirement savings account when transferring your benefits. You may give us written instructions not to pass it on before any transfer
 - passing it on to the Australian Taxation Office (ATO):
 - if we have paid you a benefit
 - to report contributions, or
 - if you have unclaimed superannuation money after reaching the aged pension age.

These purposes may change in the future as a result of legislative changes.

What happens if I do not quote my TFN?

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

If your superannuation fund does not have your TFN, you will not be able to make personal contributions to your superannuation account.

If you are a non-resident and you do not provide a TFN, the Trustee must withhold the prescribed rate of tax when paying a lump-sum benefit. A tax exemption code is NOT recognised as a valid TFN.

If you are over the age of 60 at the commencement of your pension you do not need to provide a TFN as all benefits are tax free.

Choosing to quote your TFN will also make it easier to keep track of your superannuation in the future.

If you do not provide a valid TFN further proof of identity information will be required. Refer to the Customer identification section.

Customer identification information

This information relates to the requirements for customer identification (ID) as governed by the Anti-Money Laundering and Counter Terrorism Financing Act 2006 and related rules and guidance notes issued by AUSTRAC (AML/CTF requirements).

For each client, please provide one document from the list below.

(i) Photographic primary ID documents (Provide ONE valid document from this section only)

- Current driver's licence/permit issued by a State or Territory containing a photograph of the person.
- Australian passport (a passport that has expired within the preceding two years is acceptable).
- Card issued under a State or Territory for the purpose of providing a person's age containing a photograph of the person (eg proof of age card).
- Current foreign driver's licence, passport or similar travel document containing the photograph and the signature of the person in whose name the document was issued*.
- National identity card issued by a foreign government containing a photograph of the person in whose name the card was issued*.

If you CANNOT provide a document listed above, please provide a document for each client from Part ii (a) AND Part ii (b) below.

(ii) (a) Primary non-photographic ID documents (Provide ONE valid document from this section)

- Birth certificate or birth extract*.
- Citizenship certificate issued by the Commonwealth.
- Citizenship certificate issued by a foreign government*.
- Pension card issued by Centrelink.
- Health card issued by Centrelink.

AND

(b) Secondary ID documents (Provide ONE valid document from this section)

- A notice issued by the Commonwealth or a State or Territory within the preceding 12 months that records the provision of financial benefits to the individual and contains the individual's name and residential address.
- A notice issued by the Australian Taxation Office within the preceding 12 months that records a debt payable by the individual to the Commonwealth (or by the Commonwealth to the individual), which contains the individual's name and residential address.
- A notice issued by a local government body or utilities provider within the preceding three months, which records the provision of services to that address or to that person (the document must contain the individual's name and residential address).
- If under the age of 18, a notice that:
 - was issued to the customer by a school principal within the preceding three months, and
 - contains the customer's name and residential address, and
 - records the period of time that the customer attended the school.

Who can certify customer ID documents?

Under the AML/CTF requirements the following 'authorised individuals' are able to certify documents:

1. a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described)
2. a judge of a court
3. a magistrate
4. a chief executive officer of a Commonwealth court
5. a registrar or deputy registrar of a court
6. a Justice of the Peace
7. a notary public (for the purposes of the Statutory Declarations Regulations 1993)
8. a police officer
9. an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
10. a permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office supplying postal services to the public
11. an Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955)
12. an officer with two or more continuous years of service with one or more financial institutions (for the purposes of the Statutory Declaration Regulations 1993)
13. a finance company officer with two or more continuous years of service with one or more finance companies (for the purposes of the Statutory Declaration Regulations 1993)
14. an officer with, or authorised representative of, a holder of an Australian financial services licence, having two or more continuous years of service with one or more licensees, and
15. a member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with two or more years of continuous membership.

* Documents that are written in a language that is not English must be accompanied by an English translation prepared by an accredited translator.

Important information (continued)

When certifying documents, the following process must be followed:

- All copied pages of original documents must be certified.
- The authorised individual must ensure that the original and the copy are identical; then write or stamp on the copied document 'certified true copy'. This must be followed by the date and signature, printed name and qualification of the authorised individual.
- In cases where an extract of a document is photocopied to verify customer ID, the authorised individual should write or stamp 'certified true extract'.

Have you changed your name or are you signing on behalf of another person?

If you have changed your name or are signing on behalf of the applicant, you will need to provide a linking document. A linking document is a document that proves a relationship exists between two (or more) names. All copied pages of linking documents need to be certified as true copies by an authorised individual.

The following table contains information about suitable linking documents.

Purpose	Suitable linking documents
Change of name	Marriage certificate, deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office.
Signed on behalf of the applicant	Guardianship papers or Power of Attorney.

Are you signing on behalf of another person that is transferring funds to a self-managed superannuation fund?

You will need to provide a linking document and your customer identification documents if you are signing on behalf of the applicant and the superannuation funds are being transferred to a self-managed superannuation fund. In addition, you will need to provide identification documents for the person to whom the superannuation entitlements belong. All copied pages of original linking and identification documents need to be certified as true copies by an authorised individual.

What happens to my future employer contributions if full account is being transferred?

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

If you wish to change the fund into which your employer contributions are being paid, you will need to speak to your employer about super choice. For the appropriate forms and information about whether you are eligible to choose the fund to which your employer contributions are made, visit ato.gov.au or call the ATO on **13 10 20**.

What happens with my insurance if full account is being transferred?

- **Death and disability benefits** – your **FROM** fund may insure you against death, illness or an accident which leaves you unable to return to work. If you choose to leave your current fund, you may lose any insurance entitlements you have – other funds may not offer insurance, or may require you to pass a medical examination before they cover you.
- When considering the new fund, you should consider checking the costs and amount of any cover offered.

* Documents that are written in a language that is not English must be accompanied by an English translation prepared by an accredited translator.

First Quest Retirement Service Superannuation only

Notice of intent to claim a deduction for personal super contributions



Important: This notice cannot be withdrawn or revoked.

Purpose

To claim a tax deduction for superannuation contributions it is the taxpayer's responsibility to complete this notice and forward it to the Trustee of the Fund. Acknowledgment must be received from the Trustee before your contributions can be claimed.

Who should complete this notice?

You should complete this notice if you intend to claim a tax deduction on your personal contributions.

Note: If you wish to vary a previous notice of intent you have submitted to First Quest, you will need to obtain the relevant form from the Client Service centre or the ATO by visiting ato.gov.au or by contacting them on 13 10 20.

The form will need to be submitted to the Fund prior to transferring out or commencing a pension.

Who can claim a deduction?

- Self-employed
- Substantially self-employed (concessional income less than 10%)
- Employees who do not receive any employer superannuation support

Please contact your financial adviser for further information.

When should the notice be completed?

You must lodge a notice of intent to claim a deduction before whichever of the following occurs first:

- The day you lodge your income tax return for the year the contributions were made
- The end of the income year after the income year in which you made the contributions.

Title	<input type="text"/>	Given names	<input type="text"/>		
Surname	<input type="text"/>				
Full residential address (must not be PO Box)	<input type="text"/>				
	<input type="text"/>	State	<input type="text"/>	Postcode	<input type="text"/>

Contribution details

We recommend that you talk to your financial adviser regarding the amount you wish to claim as a tax deduction prior to submitting this form.

Financial year ending

Total personal contributions made this financial year

\$

Total amount of these personal contributions I will be claiming as a tax deduction

\$

Please note: an amount MUST be entered into this box

Declaration

I declare that at the time of lodging this notice:

- I intend to claim the personal contributions stated as a tax deduction

- I am a member of the identified super fund

- the identified super fund currently holds these contributions and has not begun to pay a superannuation income stream based in whole or part on these contributions

- I have not included any of the contributions in an earlier valid notice.

I declare that I am lodging this notice at the earlier of either:

- before the end of the day that I lodged my income tax return for the income year in which the personal contributions covered by this notice were made, or
- before the end of the income year following the year in which the contribution was made.

I declare that the information given on this notice is correct and complete.

Taxpayer's signature

Date

This page has been left blank intentionally.

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

First Quest Retirement Service Superannuation only

Direct Debit Request – once-off and regular monthly direct debits

This form is to be used for once only direct debit contributions and regular contributions plan.

Please print neatly in BLOCK LETTERS with black pen only.

Request and authority to debit the account named below to pay Synergy Capital Management Limited

New member

☐

(Please tick) OR Member number (if existing member)

Surname or
company name

Given names or
ACN/ABN

Request and authorise Synergy Capital Management Limited (User Identification Number 184518) to arrange for any amount Synergy Capital Management Limited may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below to the terms and conditions of the Direct Debit Request Service Agreement.

Insert the name and address of financial institution at which account is held

Financial
institution name

Address

State

Postcode

Details of account to be debited

(To avoid delays with processing your direct debit request, please ensure your BSB and account number details are recorded correctly and that you write clearly and legibly.)

Name of account

BSB number

Account number

(max. 9 digits)

Acknowledgement

By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Synergy Capital Management Limited as set out in this Request and in your Direct Debit Request Service Agreement.

Once-only direct debit

Amount

If you have elected a once only direct debit, we will debit your nominated account on receipt of this application.

☐

Personal – tax deduction being claimed

☐

Personal – tax deduction not being claimed

☐

Spousal

Please note that we can only process your once-only direct debit request if you are a member of the fund. If your once-only direct debit request is not accompanied by your application form, you will need to ensure we receive the application form within 30 days, otherwise your once-only direct debit request will not be processed.

Regular monthly contribution direct debit

Amount

Regular monthly debits may commence on the 15th of

(mm/yy)

My regular monthly contributions are to be treated as follows:

Employer

Salary Sacrifice

Spousal

Personal – tax deduction being claimed

Personal – tax deduction not being claimed

Total regular monthly contribution amount

This page has been left blank intentionally.

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

Tax file number declaration

The information you provide in this declaration will enable your payer to work out how much tax to withhold from payments made to you.

— Do not use this form if you are a beneficiary wanting to provide your tax file number to the trustee of a **closely held trust**. For more information visit www.ato.gov.au/trustsandtfnwithholding

! You must provide all information requested on this form. Providing the wrong information may lead to incorrect amounts of tax being withheld from payments made to you.

! TERMS WE USE

- **payer** – we are referring to the business or individual making payments under the pay as you go (PAYG) withholding system.
- **payee** – we are referring to the individual being paid.

WHEN SHOULD YOU USE THIS FORM?

You should complete this form before you start to receive payments from a new payer. For example, when you receive:

- payments for work and services as an employee, company director or office holder
- payments under return-to-work schemes
- payments under labour hire arrangements or other specified payments
- benefit and compensation payments
- superannuation benefits.

The information you provide on this form is used to determine the amount of tax to be withheld from payments made to you. For example, whether you:

- claim the tax-free threshold
- are an Australian resident for tax purposes
- have a Higher Education Loan Program (HELP) debt
- have a Financial Supplement debt.

! You do not need to complete this form if you have reached age 60 and commenced a superannuation benefit that does not include an untaxed element for that benefit.

WHERE CAN YOU FIND YOUR TFN?

You will find your tax file number (TFN) on:

- your income tax notice of assessment
- certain correspondence sent to you by the Australian Taxation Office (ATO)
- a payment summary issued to you by your payer.

If you have a registered tax agent, they may also be able to tell you your TFN.

➤ If you still can't find your TFN you can:

- phone **13 28 61** between 8.00am and 6.00pm, Monday to Friday
- visit your nearest ATO shopfront (phone **13 28 61** to make an appointment).

If you phone or visit us we need to know we are talking to the right person before we can discuss your tax affairs. We will ask for details only you, or someone you have authorised would know. An authorised contact is someone who you have previously told us can act on your behalf.

DO YOU NEED TO APPLY FOR A TFN?

If you don't have a TFN and want to provide a TFN to your payer you will need to complete and lodge a TFN application form. There are a range of forms available depending on your circumstances.

For more information see page 4.



Australian Government
Australian Taxation Office

OTHER FORMS YOU MAY NEED TO COMPLETE

You may need to complete the following forms:

- **Withholding declaration** (NAT 3093) if:
 - you want to claim entitlement to the senior Australians tax offset (question 9) or other tax offsets (question 10)
 - you want to advise your payer to adjust the amount withheld from payments made to you
 - you want to change information you previously provided in a *Tax file number declaration* (NAT 3092). For example:
 - advise your payer that you have become, or ceased to be, an Australian resident for tax purposes
 - claim, or discontinue claiming, the tax-free threshold
 - advise your payer of, or make changes to, your HELP or Financial Supplement repayment obligations
 - increase the rate or amount to be withheld
 - claim or vary your entitlement to zone, overseas forces, dependent spouse, special tax offset or senior Australians tax offset
- **Medicare levy variation declaration** (NAT 0929) if you qualify for a reduced rate of Medicare levy or are liable for the Medicare levy surcharge. You can vary the amount your payer withholds from your payments (see 'More information' on page 4)
- **Flood levy exemption declaration** (NAT 73797) if you are entitled to claim an exemption from paying the temporary flood and cyclone reconstruction levy (flood levy) applying to income for the 2011–12 year only (see 'More information' on page 4).

➤ For more information on the temporary flood and cyclone reconstruction levy visit www.ato.gov.au/floodlevy. The flood levy will only apply from 1 July 2011 to 30 June 2012.

SECTION A: TO BE COMPLETED BY THE PAYEE

Question 1

What is your tax file number (TFN)?

This question asks you to quote your TFN. If you need to find your TFN, refer to 'Where can you find your TFN?' on page 1.

● Your payer and the ATO are authorised by the *Taxation Administration Act 1953* to collect your TFN on this form. It is not an offence not to quote your TFN. However, your payer is required to withhold the top rate of tax plus the Medicare levy (or the top rate of tax if you are not an Australian resident for tax purposes) from all payments made to you if you do not provide your payer with a completed *Tax file number declaration* (NAT 3092) which quotes your TFN or claims an exemption from quoting your TFN.

You may claim an exemption from quoting your TFN.

Print ☐ in the appropriate box if you:

- have lodged a TFN application or enquiry form for individuals or made a phone or ATO shopfront enquiry to obtain your TFN. You now have 28 days to provide your TFN to your payer who must withhold at the standard rate during this time. After 28 days, if you have not given your TFN to your payer, they will withhold the top rate of tax plus the Medicare levy (or the top rate of tax if you are not an Australian resident for tax purposes) from future payments
- are claiming an exemption from quoting a TFN because you are:
 - under 18 years of age and do not earn enough to pay tax
 - an applicant or recipient of certain pensions, benefits or allowances from:
 - Centrelink – however you will need to quote your TFN if you receive Austudy, Newstart, sickness or parenting allowance
 - Department of Veterans' Affairs – a service pension under the *Veterans' Entitlement Act 1986*
 - the Military Rehabilitation and Compensation Commission.

Provision of your TFN to your superannuation fund

Your payer must quote your TFN to the superannuation fund to which contributions are being made on your behalf. If your superannuation fund does not have your TFN, we can provide it to them. After this is done:

- your superannuation fund can accept all types of contributions to your account (or accounts)
- additional tax will not be imposed on contributions as a result of failing to provide your TFN to your superannuation fund

- there will be no additional tax to be deducted when you start drawing down your superannuation benefits, other than the tax that may ordinarily apply
- you can trace different superannuation accounts in your name so that you receive all your superannuation when you retire.

Under the *Superannuation Industry (Supervision) Act 1993*, your superannuation fund is authorised to collect your TFN, which will only be used for purposes of the superannuation laws. The trustee of your superannuation fund may disclose your TFN to another superannuation provider if your benefits are being transferred. You may write to the trustee of your superannuation fund and ask them not to disclose your TFN to any other trustee.

For more information about privacy, see 'Privacy of information' on page 4.

Question 6

On what basis are you paid?

Check with your payer if you are not sure.

Question 7

Are you an Australian resident for tax purposes?

Generally, we consider you to be an Australian resident for tax purposes if you:

- have always lived in Australia or you have come to Australia and now live here permanently
- are an overseas student doing a course that takes more than six months to complete
- have been in Australia continuously for six months or more and for most of that time you worked in the one job and lived in the same place
- will be or have been in Australia for more than half of the financial year (unless your usual home is overseas and you do not intend to live in Australia).

If you go overseas temporarily and do not set up a permanent home in another country, you may continue to be treated as an Australian resident for tax purposes.

The criteria we use to determine residency are not the same as used by the Department of Immigration and Citizenship or Centrelink.

❗ FOREIGN RESIDENT TAX RATES ARE DIFFERENT

A higher rate of tax applies to foreign residents' taxable income and foreign residents are not entitled to a tax-free threshold.

You are not entitled to claim the tax-free threshold and tax offsets if you are not an Australian resident for tax purposes. However, there is an exception with zone or overseas forces tax offsets – see question 10.

➤ For more information on your entitlement:

- visit www.ato.gov.au/declarationguide
- phone **13 28 61** between 8.00am and 6.00pm, Monday to Friday.

Answer 'NO' to this question if you are not an Australian resident for tax purposes. You must also answer 'NO' at questions 8, 9 and 10 (unless you are a foreign resident claiming a senior Australians, zone or overseas forces tax offset).

Question 8

Do you want to claim the tax-free threshold from this payer?

The tax-free threshold is the amount of income you can earn each year that is not taxed. It is available only to people who are Australian residents for tax purposes (that is, people who answered 'YES' at question 7).

❗ DO YOU HAVE MORE THAN ONE JOB OR PAYER?

You can claim the tax-free threshold from only one payer at a time, generally, from the payer you expect to pay you the most during the income year. To change the payer you are currently claiming the tax-free threshold from, you must complete a *Withholding declaration* (NAT 3093) to advise the payer you no longer want to claim it from them. If you are already claiming the tax-free threshold from Centrelink you cannot also claim it from another payer.

Answer 'YES' if you:

- are an Australian resident for tax purposes
- are not currently claiming the tax-free threshold from another payer
- want to claim the tax-free threshold.

❗ WITHHOLDING FOR LOW INCOME TAX OFFSET

If you answer 'YES' your payer will reduce your withholding to allow a claim for 70% of the low income tax offset amount where your payment is at the relevant level.

Answer 'NO' if you either:

- answered 'NO' to question 7
- have claimed the tax-free threshold from another payer, or
- do not wish to claim the tax-free threshold.

➔ For more information on your entitlement, which payer you should claim it from, or how to vary your withholding rate:

- visit www.ato.gov.au/declarationguide
- phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

Question 9

Do you want to claim the senior Australians tax offset by reducing the amount withheld from payments made to you?

⊖ CLAIM BENEFITS AND TAX OFFSETS WITH ONLY ONE PAYER

You are not entitled to reduce your withholding amounts, or claim the senior Australians tax offset with more than one payer at the same time.

If you receive income from more than one source and need help with this question, phone 1300 360 221 between 8.00am and 6.00pm, Monday to Friday.

How your income affects the amount of your tax offset

You must meet the eligibility conditions to receive the senior Australians tax offset. Your rebate income, not your taxable income, determines the amount, if any, of senior Australians tax offset you will receive.

Answer 'YES' if you are eligible and choose to receive the senior Australians tax offset. You can reduce the amount withheld from payments made to you during the year by completing a *Withholding declaration* (NAT 3093). If your payer does not have copies of the form, see 'More information, Products' on page 4.

Answer 'NO' if you are either:

- not eligible for the senior Australians tax offset
- already claiming the senior Australians tax offset with another payer, or
- eligible but want to claim your entitlement to the tax offset as a lump sum in your end-of-year income tax assessment.

➔ For more information on your eligibility to claim the tax offset or rebate income:

- visit www.ato.gov.au/declarationguide
- phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

Question 10

Do you want to claim a zone, overseas forces, dependent spouse or special tax offset by reducing the amount withheld from payments made to you?

⊖ CLAIM TAX OFFSETS WITH ONLY ONE PAYER

You are not entitled to claim tax offsets with more than one payer at the same time.

You may be eligible for:

- a zone tax offset if you live or work in certain remote or isolated areas of Australia
- an overseas forces tax offset if you serve overseas as a member of Australia's Defence Force or a United Nations armed force

- a dependent spouse tax offset

- a special tax offset for a dependent invalid relative, dependent parent, housekeeper caring for an invalid spouse or a dependent child-housekeeper.

Answer 'YES' to this question if you are eligible and choose to receive tax offsets by reducing the amount withheld from payments made to you from this payer. You also need to complete a *Withholding declaration* (NAT 3093).

Answer 'NO' to this question if you are not eligible for the tax offsets, choose to receive any of these tax offsets as an end-of-year lump sum through the tax system, or are already claiming the offset from another payer.

❗ FOREIGN RESIDENT

If you are not a resident of Australia for tax purposes, you are not entitled to claim a dependent spouse tax offset or a special tax offset. You may be entitled to claim the zone or overseas forces tax offset.

➔ For more information on your entitlement:

- visit www.ato.gov.au/declarationguide
- phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

Question 11

(a) Do you have an accumulated Higher Education Loan Program (HELP) debt?

Answer 'YES' if you have an accumulated HELP debt.

Answer 'NO' if you do not have an accumulated HELP debt, or you have repaid your HELP debt in full.

❗ You have a HELP debt if:

- the Australian Government lends you money under HECS-HELP, FEE-HELP, OS-HELP or VET FEE-HELP
- you have a debt from the previous Higher Education Contribution Scheme (HECS).

➔ For information on repaying your HELP debt:

- visit www.ato.gov.au/declarationguide
- phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

(b) Do you have an accumulated Financial Supplement debt?

Answer 'YES' if you have an accumulated Financial Supplement debt.

Answer 'NO' if you do not have an accumulated Financial Supplement debt, or you have repaid your Financial Supplement debt in full.

➔ For information on repaying your Financial Supplement debt:

- visit www.ato.gov.au/declarationguide
- phone 13 28 61 between 8.00am and 6.00pm, Monday to Friday.

Have you repaid this debt?

When you have repaid your accumulated HELP or Financial Supplement debt, you must complete a *Withholding declaration* (NAT 3093) notifying your payer of the change in your circumstances.

❗ SIGN AND DATE THE DECLARATION

Make sure you have answered all the questions in Section A and signed and dated the declaration. Give your completed declaration to your payer.

SECTION B: TO BE COMPLETED BY THE PAYER

❗ Important information for payers. See the reverse side of the PAYER'S copy of the form.

➤ MORE INFORMATION

Internet

- Visit www.ato.gov.au/declarationguide for more information about residency, tax-free threshold, HELP, Financial Supplement debt or your entitlement to claim tax offsets.
- If you are a permanent migrant or temporary visitor to Australia apply for a TFN online at www.iar.ato.gov.au
- Visit www.abr.gov.au to apply for an Australian business number (ABN) online for sole traders, companies, partnerships, trusts and superannuation funds.
- Visit www.ato.gov.au/floodlevy for more information on the temporary flood and cyclone reconstruction levy.

Phone

- Payee – for more information phone **13 28 61** between 8.00am and 6.00pm, Monday to Friday. If you want to vary your rate of withholding phone **1300 360 221** between 8.00am and 6.00pm, Monday to Friday.
- Payer – for more information phone **13 28 66** between 8.00am and 6.00pm, Monday to Friday.

If you do not speak English well and need help from the ATO, phone the Translating and Interpreting Service on **13 14 50**.

If you are deaf, or have a hearing or speech impairment, phone the ATO through the National Relay Service (NRS) on the numbers listed below:

- TTY users, phone **13 36 77** and ask for the ATO number you need (if you are calling from overseas, phone **+61 7 3815 7799**)
- Speak and Listen (speech-to-speech relay) users, phone **1300 555 727** and ask for the ATO number you need (if you are calling from overseas, phone **+61 7 3815 8000**)
- internet relay users, connect to the NRS on www.relayservice.com.au and ask for the ATO number you need.

If you would like further information about the National Relay Service, phone **1800 555 660** or email helpdesk@relayservice.com.au

If you phone we need to know we are talking to the right person before we can discuss your tax affairs. We will ask for details only you, or someone you have authorised, would know. An authorised contact is someone who you have previously told us can act on your behalf.

Products

We produce a number of products that may be useful to you.

You can get the following forms and publications from ATO shopfronts or our website at www.ato.gov.au/onlineordering or by phoning **1300 720 092**:

- *Withholding declaration* (NAT 3093)
- *Medicare levy variation declaration* (NAT 0929)
- *Withholding declaration – upwards variation* (NAT 5367)
- *Flood levy exemption declaration* (NAT 73797)
- *Repaying your HELP debt* (NAT 3913)
- *Tax file number – application or enquiry for individuals* (NAT 1432)
- *Tax file number – application or enquiry for individuals living outside Australia* (NAT 2628)
- *Tax file number – application or enquiry for Aboriginals or Torres Strait Islanders* (NAT 1589)

OUR COMMITMENT TO YOU

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information in this publication and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we must still apply the law correctly. If that means you owe us money, we must ask you to pay it but we will not charge you a penalty. Also, if you acted reasonably and in good faith we will not charge you interest.

If you make an honest mistake in trying to follow our information in this publication and you owe us money as a result, we will not charge you a penalty. However, we will ask you to pay the money, and we may also charge you interest. If correcting the mistake means we owe you money, we will pay it to you. We will also pay you any interest you are entitled to.

If you feel that this publication does not fully cover your circumstances, or you are unsure how it applies to you, you can seek further assistance from us.

We regularly revise our publications to take account of any changes to the law, so make sure that you have the latest information. If you are unsure, you can check for more recent information on our website at www.ato.gov.au or contact us.

This publication was current at **July 2011**.

PRIVACY OF INFORMATION

We are authorised by the *Income Tax Assessment Act 1936* to ask for information on this declaration. We need this information to help us administer those laws.

Where we are authorised by law to do so, we may give this information to other government agencies. These agencies could include Centrelink, Australian Federal Police, Child Support Agency, Departments of Families, Housing, Community Services and Indigenous Affairs, Veterans' Affairs, and Education, Employment and Workplace Relations.

Only certain people and organisations can ask for your TFN. These include employers, some Australian Government agencies, including Child Support Agency, trustees for superannuation funds, payers under the PAYG system, higher education and vocational education and training (VET) providers and investment bodies such as banks. We are authorised by the *Taxation Administration Act 1953* to collect your TFN. You are not required by law to provide your TFN. However, quoting your TFN reduces the risk of administrative errors and having extra tax withheld.

If you need more information about how the tax laws protect your personal information, or have any concerns about how the ATO has handled your personal information, phone **13 28 61** between 8.00am and 6.00pm, Monday to Friday.

WHAT TO DO IF YOU ARE CONCERNED ABOUT PRIVACY ISSUES

If you have privacy concerns visit the Privacy Commissioner's website at www.privacy.gov.au



Tax file number declaration

This declaration is NOT an application for a tax file number.

- Use a black or blue pen and print clearly in BLOCK LETTERS.
- Print X in the appropriate boxes.
- Read all the Instructions before you complete this declaration.



30920711

www.ato.gov.au

Section A: To be completed by the PAYEE

1 What is your tax file number (TFN)?

See Privacy of information on page 4 of the Instructions.

OR I have made a separate application/enquiry to the ATO for a new or existing TFN.

OR I am claiming an exemption because I am under 18 years of age and do not earn enough to pay tax.

OR I am claiming an exemption because I am in receipt of a pension, benefit or allowance.

2 What is your name?

Title: Mr Mrs Miss Ms

Surname or family name

First given name

Other given names

3 If you have changed your name since you last dealt with the ATO, show your previous family name

4 What is your date of birth?

Day / Month / Year

5 What is your home address in Australia?

Suburb or town

State/territory

Postcode

6 On what basis are you paid? (Select only one.)

Full-time employment ☐ Part-time employment ☐ Labour hire ☐ Superannuation income stream ☐ Casual employment ☐

7 Are you an Australian resident for tax purposes?

Yes ☐ No ☐ You must answer No at question 8.

8 Do you want to claim the tax-free threshold from this payer?

Only claim the tax-free threshold from one payer.

If you have more than one source of income and currently claim the tax-free threshold from another payer, do not claim it now.

Yes ☐ No ☐ Answer No at questions 9 and 10 unless you are a foreign resident claiming a senior Australians, zone or overseas forces tax offset.

9 Do you want to claim the senior Australians tax offset by reducing the amount withheld from payments made to you?

Yes ☐ Complete a Withholding declaration (NAT 3093), but only if you are claiming the tax-free threshold from this payer. If you have more than one payer, see page 3 of the Instructions. No ☐

10 Do you want to claim a zone, overseas forces, dependent spouse or special tax offset by reducing the amount withheld from payments made to you?

Yes ☐ Complete a Withholding declaration (NAT 3093). No ☐

11 (a) Do you have an accumulated Higher Education Loan Program (HELP) debt?

Yes ☐ Your payer will withhold additional amounts to cover any compulsory repayments that may be raised on your notice of assessment. No ☐

(b) Do you have an accumulated Financial Supplement debt?

Yes ☐ Your payer will withhold additional amounts to cover any compulsory repayments that may be raised on your notice of assessment. No ☐

DECLARATION by payee: I declare that the information I have given is true and correct.

Signature

Date
Day / Month / Year

You MUST SIGN here

There are penalties for deliberately making a false or misleading statement.

Once Section A is completed and signed, give it to your payer.

Section B: To be completed by the PAYER (if you are not lodging online)

1 What is your Australian business number (ABN) or your withholding payer number?

9 6 8 7 3 6 8 7 2 3 1

Branch number (if applicable)

2 If you don't have an ABN or withholding payer number, have you applied for one?

Yes ☐ No ☐ See 'More information' on page 4 of the Instructions.

3 What is your registered business name or trading name (or your individual name if not in business)?

F I R S T Q U E S T

R E T I R E M E N T S E R V I C E

DECLARATION by payer: I declare that the information I have given is true and correct.

Signature of payer

Date
Day / Month / Year

There are penalties for deliberately making a false or misleading statement.

4 What is your business address?

G P O B O X 5 8 4

Suburb or town

H O B A R T

State/territory

T A S

Postcode

7 0 0 1

5 Who is your contact person?

Business phone number 1 8 0 0 5 5 0 1 8 8

6 If you no longer make payments to this payee, print X in this box

☐

Return the completed original ATO copy to:

For WA, SA, NT, VIC or TAS
Australian Taxation Office
PO Box 795
ALBURY NSW 2640

For NSW, QLD or ACT
Australian Taxation Office
PO Box 9004
PENRITH NSW 2740

IMPORTANT
See reverse side of PAYER's copy for:

- payer obligations
- lodging online.

TAXPAYER-IN-CONFIDENCE (when completed)

PAYER INFORMATION

The following information will help you comply with your pay as you go (PAYG) withholding obligations.

IS YOUR EMPLOYEE ENTITLED TO WORK IN AUSTRALIA?

It is a criminal offence to knowingly or recklessly allow someone to work, or to refer someone for work, where that person is from overseas and is either in Australia illegally or is working in breach of their visa conditions.

People or companies convicted of these offences may face fines and/or imprisonment. To avoid penalties, ensure your prospective employee has a valid visa to work in Australia before you employ them. For more information and to check a visa holder's status online, visit the Department of Immigration and Citizenship website at www.immi.gov.au

PAYER OBLIGATIONS

If you withhold amounts from payments, or are likely to withhold amounts, the payee may give you this form with Section A completed. A TFN declaration applies to payments made after the declaration is provided to you. The information provided on this form is used to determine the amount of tax to be withheld from payments based on the PAYG withholding tax tables published by the ATO. If the payee gives you another declaration, it overrides any previous declarations.

HAS YOUR PAYEE ADVISED YOU THAT THEY HAVE APPLIED FOR A TFN, OR ENQUIRED ABOUT THEIR EXISTING TFN?

Where the payee indicates at question 1 on this form that they have applied for an individual TFN, or enquired about their existing TFN, they have 28 days to give you their TFN. **You must withhold tax for 28 days at the standard rate according to the PAYG withholding tax tables.** After 28 days, if the payee has not given you their TFN, you must then withhold the top rate of tax plus the Medicare levy from future payments, unless we tell you not to.

IF YOUR PAYEE HAS NOT GIVEN YOU A COMPLETED FORM YOU MUST:

- notify the ATO within 14 days of the start of the withholding obligation by completing as much of the payee section of the form as you can. Print 'PAYER' in the payee declaration and lodge the form – see 'Lodging the form'.
- withhold the top rate of tax plus the Medicare levy (or the top rate of tax if they are not an Australian resident for tax purposes) from any payment to that payee.

LODGING THE FORM

You need to lodge TFN declarations with the ATO within 14 days after the form is either signed by the payee or completed by you (if not provided by the payee). You need to retain the payer's copy for your records. For information on storage and disposal see below.

You may lodge the information:

- online – lodge your TFN declaration reports using software that complies with ATO specifications. There is no need to complete Section B of each form as the payer information is supplied by your software.
- by paper – complete Section B and send the original to the ATO within 14 days.

➤ For more information about lodging your TFN declaration report online, visit www.ato.gov.au/lodgetfndeclaration

PROVISION OF PAYEE'S TFN TO THE PAYEE'S SUPERANNUATION FUND

If you make a superannuation contribution for your payee, you need to give your payee's TFN to their superannuation fund on the day of contribution, or if the payee has not yet quoted their TFN, within 14 days of receiving this form from your payee.

STORING AND DISPOSING OF TFN DECLARATIONS

Under the TFN guidelines in the *Privacy Act 1988*, you must use secure methods when storing and disposing of TFN information. You may store electronic files of scanned forms as an alternative to storing paper forms. Scanned forms must be clear and not altered in any way.

If a payee:

- submits a new *TFN declaration* (NAT 3092), you must retain a copy of the earlier form for the current and following financial year.
- leaves your employment, you must retain a copy of the last completed form for the current and following financial year.

PENALTIES

You may incur a penalty if you do not:

- lodge TFN declarations with us
- keep the payer copy of completed TFN declarations for your records
- provide the payee's TFN to their superannuation fund where the payee quoted their TFN to you.

Fund directory

Trustee

N.M. Superannuation Proprietary Limited
ABN 31 008 428 322 AFS Licence No. 234654

Postal address

First Quest Retirement Service – Superannuation and Income Stream
GPO Box 584
Hobart Tasmania 7001

Enquires

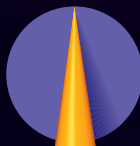
Telephone: 1800 550 188
Fax: 1300 309 644

Internet address

www.firstquest.com.au

First Quest Retirement Service - Superannuation and Income Stream Product Closed. PDS Out of Date

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