

# Suncorp Classic Pension Suncorp Pooled Superannuation Trust

## Information Booklet



Issued 27 May 2017



## About us

Suncorp Portfolio Services Limited (ABN 61 063 427 958) (the Trustee) is the trustee for the:

- Suncorp Classic Pension, (Unique Superannuation Identifier 98 350 022 321) which is part of the Suncorp Master Trust (Fund) (ABN 98 350 952 022, RSE Fund Registration No. R1056655) (Suncorp Classic Pension or Classic Pension).
- Suncorp Pooled Superannuation Trust, ABN 14 099 548 418, (Suncorp PST or PST).

The Trustee and Suncorp Life & Superannuation Limited (SLSL) (ABN 87 073 979 530, AFSL 229880) are related bodies corporate of Suncorp Group Limited (ABN 66 145 290 124) (Suncorp Group Limited).

Various products and services are provided by different entities of the Suncorp Group. The different entities of the Suncorp Group are not responsible for, or liable in respect of, products or services provided by other entities of the Suncorp Group.

The obligations of the Trustee and SLSL aren't guaranteed by any other company within the Suncorp Group. Unless otherwise stated, Suncorp Group Limited and its subsidiaries don't guarantee the repayment of capital invested in or the investment performance of this product. This product is not a bank deposit or other liability and is subject to investment risk including possible delays in repayment and loss of the interest and principal invested.

The Trustee invests, in relation to the Suncorp PST via a group insurance policy issued by SLSL to the Trustee. No Life, TPD or Income Protection insurance cover is provided by the Suncorp Classic Pension or the Suncorp PST. This policy is a non-participating policy. As a result, you don't have any right to any surplus in the statutory fund.

Suncorp Metway Limited (ABN 66 010 831 722, AFSL 229882) (Suncorp Bank) is not liable nor responsible for, and does not guarantee or otherwise support, Suncorp Classic Pension or Suncorp PST accounts.

Administration services are provided to the Classic Pension and the PST by Suncorp Portfolio Services Limited, a wholly owned subsidiary of the Suncorp Group.

Suncorp Classic Pension is part of the Fund which is a resident regulated superannuation fund within the meaning of the Superannuation Industry (Supervision) Act 1993 (Cth) and is not subject to a direction under section 63 of the Superannuation Industry (Supervision) Act 1993 (Cth).

The Suncorp Pooled Superannuation Trust is a resident regulated pooled superannuation trust within the meaning of the Superannuation Industry (Supervision) Act 1993 (Cth) and is not subject to any direction under the Superannuation Industry (Supervision) Act 1993 (Cth).

# About us and this Information Booklet

The Suncorp Classic Pension and the Suncorp PST are provided by Suncorp Portfolio Services Limited (SPSL), a wholly owned subsidiary of the Suncorp Group. SPSL is the trustee (Trustee) for both products. (A 'trustee' is a body that makes sure we run products such as the Classic Pension and PST in the best interests of all customers in a product and as per superannuation law.)

Information about director remuneration can be found on our website at [suncorp.com.au/super](http://suncorp.com.au/super).

This Information Booklet (IB) was prepared on 2 May 2017. The Trustee is the issuer of this IB (and any other material referred to) and takes responsibility for its contents. If you print an electronic copy of this document, please ensure you print all pages.

The information contained in this IB is of a general nature only and doesn't constitute financial advice. We haven't taken into consideration the personal objectives, circumstances or financial needs of any individual or investor. Before deciding to continue to hold an interest, you should consider how the information contained in this IB relates to your own situation. We recommend that you speak to a financial adviser who will be able to help you with your investment decisions.

This IB (and the Significant Event Notice sent to you in May 2017) replaces any previous disclosure documents you have received in relation to the following products:

- AMSF Complying Life Time Pension Plan
- AMSF Complying Term Pension
- Connelly Temple CPI Pension
- Connelly Temple Lifetime Pension
- Connelly Temple Lifetime Allocated Pension
- Partnership Lifetime Pension Plan
- Partnership CPI Pension Plan
- Connelly Temple PST.

This IB will be updated from time to time. Please make sure you read the latest version of this IB, before deciding to continue to invest into the Suncorp Classic Pension or Suncorp PST. Visit our website, [suncorp.com.au/super](http://suncorp.com.au/super), to check you have the current version. The information in this IB may change. Where the change isn't materially adverse, we may update the information on our website at [suncorp.com.au/super](http://suncorp.com.au/super).

You can get a copy of this IB from our website at [suncorp.com.au/super](http://suncorp.com.au/super) or for a printed version, free of charge, just call us on 13 11 55.

The IB (and any other material referred to) can only be used by people receiving it (electronically or otherwise) in Australia.

## Definitions of terms used in this IB

Throughout the IB (and any other material referred to), unless otherwise specified, references to:

- 'adviser' means a qualified financial adviser
- 'bank account' means an Australian bank, building society or credit union account
- 'business day' means a Sydney business day other than a Saturday, Sunday or public holiday in Sydney
- 'SLSL' means Suncorp Life & Superannuation Limited
- 'we', 'us', 'our' and 'Trustee' mean Suncorp Portfolio Services Limited.

In relation to the Suncorp Classic Pension:

- 'you', 'member' and 'customer' means a member (ie an account holder) of the Suncorp Classic Pension.

In relation to the Suncorp PST:

- 'you' means a trustee of a regulated self-managed superannuation fund who has chosen to invest (ie become an account holder) in the Suncorp PST
- 'member' means a member of the regulated self-managed superannuation fund mentioned in the previous bullet point.

# How to use this Information Booklet

This IB provides detail about the Suncorp Classic Pension and the Suncorp PST and how they work.

It is very important that before making any investment decisions, you read this IB and any other material referred to in this IB.

If you've got any questions, or would like a free paper copy of the IB or any other material referred to, email us at [super@suncorp.com.au](mailto:super@suncorp.com.au) or call us on 13 11 55. We'll be happy to help.

Throughout this IB, we mostly refer to the Suncorp Classic Pension and the Suncorp PST as just the 'Classic Pension' and the 'PST' respectively.

## Changes to this IB

In the world of superannuation, as in the real world, things change from time to time. So the information in this IB and any other material referred to, such as (but not limited to) the underlying Trust Deeds, may change at any time. (The Trust Deed is a legal document that sets out the rules within which we must operate and your rights as an account holder.)

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# 1. About the Classic Pension and the PST

This IB relates to the following two products:

## Suncorp Classic Pension

This product provides two different options (you cannot change the option you selected when you opened your account).

### Lifetime option

- Pays a complying pension, monthly, for your life, or the life of your reversionary beneficiary, if you chose one when you opened your account.
- Nil benefits are payable on death.
- Withdrawals only available if you joined prior to 1 September 1999 and in limited circumstances.

### CPI option

- Pays a pension, monthly, for a term of up to 25 years as selected by you when you opened your account. Depending on when you opened your account, you were able to choose whether you could make withdrawals from your account or not.
- The ability to withdraw depends on what option you had when you opened your account.
- Lump sum option available to nominated dependents.
- Payments can continue to your nominated reversionary when you die, or a lump sum will instead be paid to your chosen beneficiaries.

### For both options:

- Fully indexed to inflation in July each year, as measured by the Consumer Price Index (CPI).
- Pension payments are made on or around the 14<sup>th</sup> of the month.
- Favourable social security treatment available for the Lifetime option and the CPI option (nil withdrawal option) from the Centrelink assets test.
- Tax effective income.

All customers in the Suncorp Classic Pension have been transferred by us from other products, issued by us, to this product. References to when you opened your account or similar, refer to the product from which you were transferred.

Certain elements of your account cannot now be changed including the type of pension you have, reversionary beneficiaries, length of term and withdrawal options.

## Suncorp Pooled Superannuation Trust (PST)

This product is a regulated pooled superannuation trust that enables trustees of regulated superannuation funds to pay their members a complying pension for their life, or the life of their reversionary beneficiary, if they chose one when they started their account.

- Interests are held by trustees of self-managed superannuation funds who wish to pay a tax effective complying lifetime pension to their members to enable favourable social security treatment.
- Monthly pension payments for the life of the specified member of your superannuation fund, or their reversionary if one was selected by you when you opened your account.
- Pension payments are made on or around the 14<sup>th</sup> of the month.
- Requests for withdrawals will be considered by us on a case by case basis.
- Any remaining investment value, at the time of the specified member's death (or their reversionary if one has been chosen) will be paid to your fund.
- We provide this product as an investment only to your superannuation fund. It is your responsibility to ensure your superannuation fund runs appropriately and for example pays the pension to your members, pays relevant PAYG tax relating to members under age 60, lodges annual returns and undertakes appropriate actuarial reviews.

## 2. Suncorp Classic Pension – Lifetime option

The Lifetime option is a complying pension that enables you to receive a regular pension for the rest of your life which is fully indexed to the Consumer Price Index (CPI), to maintain its purchasing power.

### Why use a complying pension?

The Lifetime option provides you with the following benefits:

- Regular payments for your life, or your reversionary beneficiary's life if you have nominated one.
- Potential entitlement to greater social security benefits from favourable treatment under the assets test for determining age pension entitlements (this pension is 100% assets test exempt).
- Tax effective income, with pension payments not being subject to income tax if you are age 60 or over.
- Income which is fully indexed to inflation in July each year, as measured by the CPI. If there is negative inflation, your payments will not reduce.

### How long do payments continue for?

Payments continue until you (or your reversionary beneficiary, if one was selected) die, or (where approved by us and only for customers who opened their account before 1 September 1999) the investment is withdrawn. Periodically, you will be asked to provide proof that you and your reversionary beneficiary, if one is included, remain alive. We may be forced to suspend your pension payments if you do not respond to these requests.

### Reversionary nomination

A reversionary nomination allows your beneficiary to tax-effectively continue to receive your pension payments when you die. You can only nominate a reversionary beneficiary at the time you opened your account and because pension payments have been based partly on the life expectancy of this person, you cannot change the nomination.

At the time of choosing a reversionary, you would have selected for pension payments to either continue at the same level, or 70% of their level at the time of your death.

### Investments

The objective of the Lifetime option is to provide you with the security of receiving regular pension payments over your lifetime.

We have entered into a group insurance policy with SLSL which fully secures the payment of your regular pension entitlement.

Neither you, nor the reversionary beneficiary (if one is included) have any rights in relation to the group insurance policy.

No additional investments can be made now your account has been set-up.

### Death benefits

No death benefit is payable upon your, or your reversionary beneficiary's death (if one has been chosen). As death benefits are not applicable, beneficiary nominations no longer apply to this product, except for any reversionary nominations already in place.

### Withdrawals

No withdrawals can be requested except if you opened your account before 1 September 1999 and intend to invest in a similar product offered by another institution. In such case, we will consider your request and the withdrawal value of your remaining investment will be calculated as the present value of future pension payments that would be expected to be paid. The value of future pension payments will be calculated using the higher of either the prevailing repurchase rate (ie current rate plus 0.25%) at the date of the withdrawal or the original issue rate. This may result in some loss of capital.

As a consequence, your investment in the Lifetime option is not guaranteed. The value of your investment can rise or fall. However, if you do not withdraw, you (or your reversionary beneficiary) will receive pension payments for life.

### 3. Suncorp Classic Pension – CPI option

The CPI option provides you with a regular pension for up to 25 years which is fully linked to rises in the Consumer Price Index (CPI).

#### Why use the CPI option?

The CPI option provides you with the following benefits:

- Regular payments for the term selected by you.
- If you chose the nil withdrawal option, a complying pension that enables potential entitlement to greater social security benefits from favourable treatment under the assets test for determining age pension entitlements (the nil withdrawal option is 100% assets test exempt).
- Tax effective income, with pension payments not being subject to income tax if you are age 60 or over.
- Income which is fully linked to inflation in July each year, as measured by rises in the CPI. If there is negative inflation, your payments will not reduce.

Choice of withdrawal options – Nil or anytime. The anytime withdrawal option provides you with flexibility but does not potentially entitle you to greater social security benefits.

#### How long do payments continue for?

Payments continue until the end of the term selected by you, or (if you selected the withdrawal option) the investment is withdrawn. Periodically, you will be asked to provide proof that you and the reversionary beneficiary, if one is included, remain alive. We may be forced to suspend your pension payments if you do not respond to these requests.

#### Investments

The CPI option is suitable for the security conscious investor who requires a regular income through the receipt of pension payments. We ensure that the pension payments you receive in any year (excluding withdrawals) do not fall below the payments that were made in the preceding year.

No additional investments can be made now your account has been set-up.

#### Withdrawals

If you selected the nil withdrawal option, no withdrawals are possible.

If you selected the withdrawal option, you can withdraw your money at any time, including partial withdrawals. In such case, the withdrawal value of your remaining investment will be calculated as the present value of future pension payments that would be expected to be paid. The value of future pension payments will be calculated using the higher of either the prevailing repurchase rate (ie current rate plus 0.25%) at the date of the withdrawal or the original issue rate. This may result in some loss of capital. The value of your investment can rise or fall.

#### What happens to your money if you die?

A reversionary nomination allows your beneficiary to tax-effectively continue to receive your pension payments when you die. You can only nominate a reversionary beneficiary at the time you opened your account. Once in place, you cannot change the nomination.

- If you have not nominated a reversionary beneficiary, you can instead nominate one or more dependants or your estate, to receive part or all of the remaining value of your investment as a lump sum if you die. There are rules around who you can nominate to receive your benefits on your death – but it must be paid to your estate or one or more of your dependants. A dependant includes a:
  - spouse (legal and de facto – including same-sex partners)
  - child under 18 years or under 25 years if financially dependent
  - Child with a disability
  - person in an interdependency relationship with you, and
  - financial dependant.

#### Make sure your beneficiary nomination is valid

Under superannuation law and the terms of the Trust Deed, we can pay your super benefits if you die to the beneficiary you've validly nominated.

For your nomination to be valid:

- each beneficiary must be a dependant and/or your Legal Personal Representative (ie the person who administers your estate on your death) at the time of your death, and
- if there is more than one beneficiary, the way you want the total distribution of your super benefits to be made between them must be clearly stated in percentages, and the total must add up to 100 percent.

Even though your beneficiary nominations won't expire, it's still a good idea to keep them up to date so they remain current and clearly reflect your wishes – especially after your circumstances change with things like marriage, divorce or when a beneficiary stops being dependent on you.

If you'd like more information about beneficiaries or how to make or update a nomination, speak to your financial adviser or give us a call.

## 4. Suncorp Pooled Superannuation Trust

This product is provided for trustees of self-managed superannuation funds who wish to pay a complying lifetime pension to their members.

Only trustees of regulated superannuation funds were eligible to invest. As a trustee, when you opened your account, you confirmed that you had applied to APRA and/or the ATO, to become a regulated fund for the purposes of the Superannuation Industry (Supervision) Act 1993 (SIS). In the event that your fund becomes non-complying, you must notify us immediately.

### Why use a Pooled Superannuation Trust?

Investing in the PST gives you access to the following benefits:

- Enables you to provide a payment for the life of a specified member or their reversionary beneficiary if you have nominated one.
- Any remaining investment value, at the time of the specified member's death (or their reversionary if one has been chosen) will be paid to your fund.
- Access investments which allow you to provide pensions to your members which enable them to obtain taxation and a potentially greater entitlement to social security benefits through a 100% assets test exemption.
- Reduce uncertainty as to whether you can meet your pension payment obligations to members.
- Provide income which is fully indexed to inflation in July each year, as measured by the Consumer Price Index.

### How long do payments continue for?

Payments continue until the specified member (and the reversionary beneficiary, if one was selected) dies, or, the investment is withdrawn, where approved by us. Periodically, you will be asked to provide proof that the specified member and the reversionary beneficiary, if one is included, remain alive. We may be forced to suspend your pension payments if you do not respond to these requests.

### Reversionary nomination

A reversionary nomination allows the specified member's beneficiary to tax-effectively continue to receive their pension payments when they die. You can only nominate a reversionary beneficiary at the time you originally applied for this product and because pension payments have been based partly on the life expectancy of this person, you cannot change the reversionary nomination.

At the time of choosing a reversionary, you will have selected for payments to either continue at the same level or 70% of their level at the time of the death of the specified member or their reversionary beneficiary, whichever occurs first.

### Your obligations

Please note that our role is only to enable you to make a lifetime pension payment to your member or their reversionary.

As trustee of your super fund, you must also ensure your trust deed enables the payment of such a pension to your members, that you pay any relevant PAYG tax relating to members under 60 years of age and that you lodge annual returns on behalf of your fund.

SIS also requires trustees of funds providing pensions to be regularly reviewed by an actuary, to assess whether their assets are sufficient to meet their liabilities (ie their obligations to make payments to their members). This function needs to be performed every year and must be obtained prior to the tax return being lodged.

### Investments

For each investment in the PST, we invest in a corresponding group insurance policy issued by SLSL. SLSL makes investments to fund their obligations under the policy by investing in growth assets and inflation linked securities. The growth assets may include investments in trusts issued by Suncorp Funds Pty Ltd (ACN 153 008 354) (SFPL) and managed by Suncorp Corporate Services Pty Ltd (ACN 074 966 466) (SCS). The investments are used to make payments and to meet expenses as they arise. An amount is also regularly transferred from these investments to allow for ongoing payments beyond the member's life expectancy. On average the investments are expected to be exhausted at the life expectancy of the member, or the joint life expectancy of the member and their reversionary beneficiary, if one is included.

Neither you, the member or the reversionary beneficiary (if one is included) have any rights in relation to the group insurance policy. Investments may only be undertaken for assets which are invested to meet current pension liabilities. Earnings on these investments are tax exempt. No additional investments can be made now the account has been set-up.

### Payments on death and withdrawals

Requests for withdrawals will be considered by us on a case by case basis and will only be permitted where there is no regulatory impediment.

The remaining value of an investment that will be returned to you upon withdrawal (where approved by us) or the later of the death of the specified member or their reversionary (if one is included), will be equal to the value of the investments. This value depends upon the value of the investments held by SLSL in respect of the member.

While payments will continue for the life of the member and the reversionary beneficiary, if one is included, the investment can be exhausted prior to this and are expected to be exhausted at life expectancy. If this occurs, there will be no remaining investments to be returned upon withdrawal (where approved by us) or death. Consequently, the remaining value of the investment that will be returned is limited and may be nil.



## 5. Risks of super

While we provide the nominated pension payments for the life of the member (or their nominated beneficiary), or the number of years as originally specified by you, investments of this nature carry certain financial risks that you should be aware of. It's a good idea to consider what these risks might mean to you.

Risk type	What is it?
<b>Credit risk</b>	This is where someone doesn't meet their obligations in, or relating to, an investment. For example, it includes the risk that we or SLSL are unable to make payments.
<b>Inflation risk</b>	If inflation exceeds an investment's return, it will reduce the investment's purchasing power. Inflation risk is more common in low-risk investments such as cash, which generally fluctuate less but potentially provide lower long-term returns. The Classic Pension and the PST remove this risk by investing in inflation linked securities.
<b>Liquidity risk</b>	This arises where an investment can't be easily converted into cash or sold at fair value, at a time when you need it.
<b>Changes in law</b>	Super and tax legislation changes frequently. These changes could affect when you can access your benefits and how they'll be treated upon withdrawal. We'll tell you about any changes we think are likely to affect your investment. Generally, we'll do this through the annual report.
<b>Interest rate risk</b>	The value of fixed interest investments such as bonds will fall when interest rates rise, and vice versa.
<b>Market risk – Applicable to withdrawals only</b>	This can arise due to changes in government or economic policy, interest rates and exchange rates, market sentiment, global events, technological change, environmental conditions or changes in legislation. All these things can adversely affect the financial markets in which your money may be invested and consequently impact the surrender value of your account.

## 6. Fees and costs

This section of the IB shows the fees and costs that you may be charged.

The fees and costs you may be charged are deducted from your pension payments, the underlying assets of your pension account or from the assets of the PST, or the Fund referable to the Classic Pension as a whole.

Taxes are set out later in this IB. You should read all the information about fees and costs because it's important to understand their impact on your investment. Except where otherwise stated, all fees deducted from your account are in arrears.

You can find more information on fee definitions later in this section.

### DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

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

### TO FIND OUT MORE

If you'd 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 ([moneysmart.gov.au](http://moneysmart.gov.au)) has a superannuation fee calculator to help you check out the different fee options.

### Fees and costs

Type of fee or cost	How and when paid	
Investment fee	Nil	
Administration fee	Up to 11.99% of the monthly pension payment	This fee is calculated on the value of your monthly pension payment and is deducted from your pension payment, prior to being paid to you.  You can see the administration fee that applies to you in the letter we sent to you when we originally sent you this IB or by contacting us.
Buy-sell spread	Nil	
Switching fee	Nil	
Exit fee	Nil	
Advice fees relating to all members investing in a particular investment option	Nil	
Other fees and costs	See the Additional explanation of fees and costs section for more information	
Indirect cost ratio	Nil	

### Additional explanation of fees and costs

#### What is paid to your adviser?

We pay up to 3.3% pa of your monthly pension payment to your adviser's Licensee. This amount is included in the administration fee and is not an additional cost to you. Any applicable GST is not paid by you.

#### GST and taxes

All fees in this IB are inclusive of GST (less any available reduced input tax credits). Fees are also net of other government duties and taxes. This means that the fees you see are the fees you'll actually pay. For more information on tax, please see Tax in this IB.

#### Expense recovery and reserves

We can recover any expenses and costs incurred in the administration and management of these products. The PST and the Fund hold a general expense reserve which may be used to meet the expenses associated with their administration, management and operation. Any excess amounts are retained within the reserve to meet future costs.

### Changes to fees and costs

We can introduce certain new fees or change the level of current fees you pay at any time. We can do this without your consent, but if we need to do this, we'll notify you at least 30 days before any adverse change.

### Payments to and from other parties

Any payments (or benefits) we make to, or receive from, other parties won't be an additional cost to you (unless otherwise stated in this IB or any other material referred to in this IB).

## 7. Tax

### How super is taxed

The table below summarises the ways super can be taxed:

How super is taxed	What is it?
On investment earnings	<ul style="list-style-type: none"><li>• 0%</li></ul>
Withdrawals When you take money out of the Classic Pension or for the PST, when the specified member subsequently takes money out of your superannuation fund if you have withdrawn your investment from the PST	<p>For lump sum withdrawals</p> <ul style="list-style-type: none"><li>• 0% if you're age 60 or over</li><li>• 15%<sup>1</sup> on taxable components over \$195,000<sup>2</sup> if received when you're at or above your preservation age and under 60 years</li><li>• 20%<sup>1</sup> on taxable components if you're under your preservation age</li></ul> <p>For death benefits paid as a lump sum withdrawal</p> <ul style="list-style-type: none"><li>• 0% if paid to a tax dependant</li><li>• 15%<sup>1</sup> on taxable (taxed) component paid to a non-tax dependant</li><li>• 30%<sup>1</sup> on taxable (untaxed) component paid to a non-tax dependant</li></ul>

1. Plus Medicare Levy of 2%.

2. For the 2015/16 financial year.

As tax can be complex, we recommend that you seek advice from a registered tax adviser in respect of your own individual circumstances. The information above is based on our interpretation of tax legislation at the preparation date of the IB (and any other material referred to) and assumes you are an Australian tax resident.

The 2016 Federal Budget has proposed a number of changes to superannuation and its taxation outcomes and any future changes in legislation may affect how your super is ultimately taxed. Give us a call or speak to your adviser if you need any information.

### Tax File Numbers (TFN) (Classic Pension only)

We're legally authorised to collect your TFN. And of course we'll keep it confidential and only use it for lawful purposes, including:

- finding or identifying your super funds
- calculating tax on any superannuation lump sums
- providing your TFN and other information to the Australian Taxation Office (ATO)
- providing your TFN to your future super fund trustee or retirement savings account provider if you're transferring your account.

We won't pass on your TFN to another super fund if you write and tell us not to, and we won't disclose your TFN to anyone else.

It is not compulsory to provide your TFN, however if you choose not to provide your TFN there may be tax consequences.

### Other important information about tax

#### Goods and Services Tax (GST)

Any expenses we incur from administering the Classic Pension and the PST may be subject to GST. If we can claim a credit for the GST paid, we may pass the benefit on to you.

#### Tax and government charges

Taxes, duties and levies we incur are recovered from your account or directly from the assets of the investment options (where the expenses are investment or administration costs) before unit prices are set, or from your account.

## 8. Other important information

### Our service standards for investment transactions

Our service standards apply from when we receive your complete instructions.

If we receive a complete investment transaction request from you by 12pm (noon) (Sydney time) 5 business days before month end, you'll receive the unit price effective for the investment option for that month end and will receive the proceeds within 30 days of the end of the month.

If we receive a completed investment transaction request after 12pm (noon) (Sydney time) 5 business days before month end, we'll process the request using the investment option unit prices effective for the following month end.

The 12pm cut-off applies to all withdrawal requests.

Although we try to always meet our service standards, the unit price used to process your transactions could differ from the effective unit price for that day or processing your transactions may be delayed in some circumstances including if:

- You've provided incomplete or incorrect information
- There is a delay in receipt of confirmation or payment from an external investment manager
- Carrying out the transaction may materially impact other account holders
- We receive a direction from a lawful authority to suspend or amend the transaction
- The investment manager suspends redemptions from your underlying investment
- It is close to the end of the financial year, or
- There are any other delays in redeeming assets.

Please note that 30 days notice should be provided to us if you wish to switch or withdraw more than \$250,000.

We may from time to time review our service standards.

### These products are an illiquid investment

A request to withdraw won't be completed until monies invested in the underlying asset are received from the manager. This may take more than 30 days. These products are classified as 'illiquid investments' for superannuation purposes in that their proceeds can't be rolled over, withdrawn or transferred within 30 days of receiving your request. By investing in these products, you acknowledge that if withdrawn prior to term it is an illiquid investment for superannuation purposes and that we're not required to rollover or transfer the amount within 30 days of receiving your request.

### How we keep you updated

The information in this IB and any other material referred to may change or be updated by us from time to time. Where it is allowed under legislation, we will provide you with all the information about your account or these products generally that is required and allowed to be given to you, including the IB (and any other material referred to in this IB), your annual statement, transaction confirmations, annual report and any significant product updates electronically. 'Electronically' could mean any of the following:

- by email or SMS (including emails containing a hyperlink)
- by providing an update on our public websites.

By investing in these products on or after the date of the IB, you agree to receiving information in any of these ways unless you opt out of that arrangement.

If we update the information in this IB (and any other material referred to in this IB), you can view it on our website at [suncorp.com.au/super](http://suncorp.com.au/super). If you'd like a free paper copy of the updated information just give us a call.

### Please keep us updated

It's very important that you always keep us up to date with your current email address, mobile phone number and home address, as this is the way we communicate with you and send you important information. You can update them at any time by giving us a call.

## 8. Other important information (cont.)

### Terms and conditions for accepting faxes

We'll accept faxed instructions on our relevant forms. Before using this option, there are a few things you need to know, such as:

- we're not responsible to you for any loss resulting from any fraudulently completed request
- we're not responsible to you for any loss suffered by you because we process a fax that has been corrupted during transmission
- we won't compensate you for any losses arising from the use of this facility, and
- we'll be released and indemnified by you against any liabilities as a result of acting on any faxed communication received in relation to your account.

### Transfer of benefits for temporary residents

The ATO may instruct us to transfer the benefits of temporary residents to the ATO if:

- A temporary resident has left Australia, and
- Their temporary visa expired or was cancelled more than six months before they left.

If we're instructed to transfer your benefits to the ATO, your account will be closed. We're not required to issue an exit statement under these circumstances as it's unlikely to reach you.

Once your benefit is transferred to the ATO, it can only be accessed if you meet a condition of release.

### Trust Deed, governing rules and provisions

The PST and Classic Pension (as part of the Suncorp Master Trust) are governed by their respective Trust Deeds, which you can get free of charge, by contacting us. The Trust Deeds, combined with this IB and any other material referred to in this IB, relevant laws and certain information and communications we send you set out the governing rules and provisions by which we must operate, and set out your rights as an account holder.

### Related companies

We, SFPL, SCS and SLSL are part of the Suncorp Group.

We don't deal with our related companies more favourably than we would with any other independent service provider.

### Other Suncorp products and services

Every now and then, we and any related companies that use the Suncorp brand might let you know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time.

### We value your feedback

If you have any feedback, including problems or complaints, we'd like to hear from you. We make every effort to resolve things quickly.

However, if you aren't satisfied with our response, or haven't received one in 90 days, you may contact the Superannuation Complaints Tribunal (SCT) by calling 1300 884 114, writing to Locked Bag 3060, Melbourne VIC 3001 or visiting [sct.gov.au](http://sct.gov.au). The SCT is an independent body established by the Government to help members of super funds resolve complaints.

### Anti-Money Laundering and Counter-Terrorism Financing

Anti-Money Laundering and Counter-Terrorism Financing legislation requires us to collect and verify information about your identity and monitor transactions on accounts held with us.

If we request personal information about you and you do not provide it, we may not be able to provide you with the financial product or service that you request, or provide you with the full range of services we offer.

## 8. Other important information (cont.)

### Superannuation Privacy Statement

#### Your privacy is important

We are a member of the Suncorp Group, which we'll refer to simply as 'the Group'.

#### Why do we collect personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable. We collect personal information so that we can:

- identify you and conduct appropriate checks;
- understand your requirements and provide you with a product or service;
- set up, administer and manage our products and services;
- assess and investigate a right exercised by you under one or more of our products;
- determine eligibility for family discounts where applicable;
- manage complaints and disputes and report to dispute resolution bodies;
- manage, train and develop our employees and representatives; and
- get a better understanding of you, your needs, your behaviours and how you interact with us, so we can engage in product and service research and development including managing the delivery of our services and products via the ways we communicate with you.

#### What happens if you don't give us your personal information?

If we ask for your personal information and you don't give it to us, we may not be able to provide you with any, some, or all of the features of our products or services.

### How we handle your personal information

We collect your personal information directly from you and, in some cases, from other people or organisations. We also provide your personal information to other related companies in the Group, and they may disclose or use your personal information for the purposes described in 'Why do we collect personal information?' in relation to products and services they may provide to you. They may also use your personal information to help them provide products and services to other customers, but they'll never disclose your personal information to another customer without your consent.

Under various laws we will or may be authorised or required to collect your personal information. These laws include the: Australian Securities and Investments Commission Act 2001, Superannuation Industry (Supervision) Act 1993, Corporations Act 2001, Anti-Money Laundering and Counter-Terrorism Financing Act 2006, Anti-Money Laundering and Counter-Terrorism Financing Rules Instrument 2007 (No. 1), Income Tax Assessment Act 1997, Taxation Administration Act 1953, Superannuation Guarantee (Administration) Act 1992, Small Superannuation Accounts Act 1995, Superannuation (Unclaimed Money and Lost Members) Act 1999, Superannuation (Resolution of Complaints) Act 1993, Superannuation (Government Co-contribution for Low Income Earners) Act 2003 and Family Law Act 1975 (Part VIII B), as those acts are amended and any associated regulations. From time to time other acts, may require, or authorise us to collect your personal information.

We will use and disclose your personal information for the purposes we collected it as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- other companies within the Group and other trading divisions or departments within the same company (please see our Suncorp Group Privacy Policy for a list of the companies);
- any of our Group joint ventures where authorised or required;
- customer, product, business or strategic research and development organisations;
- data warehouse, strategic learning organisations, data partners, analytic consultants;
- social media and other virtual communities and networks where people create, share or exchange information;
- a third party that we've contracted to provide financial, legal or professional services, financial products or administrative services – for example:
  - information technology providers;
  - administration or business management services, consultancy firms, auditors and business management consultants;
  - marketing agencies and other marketing service providers, claims management service providers;
  - print/mail/digital service providers; and
  - imaging and document management services;

## 8. Other important information (cont.)

- any intermediaries, including your agent, adviser or other representative or person acting on your behalf, other Australian Financial Services Licensee or our authorised representatives, advisers, and our agents;
- a third party claimant or witnesses in a claim;
- the Superannuation Complaints Tribunal or any other external dispute resolution body;
- an employer, trustee or custodian associated with membership of a superannuation fund, investment/ managed fund or life insurance policy;
- government, statutory or regulatory bodies and enforcement bodies;
- policy or product holders or others who are authorised or noted on the policy as having a legal interest, including where you are an insured person but not the policy or product holder;
- other insurers, reinsurers, insurance investigators and claims or insurance reference services, financiers; and
- hospitals and medical, health or wellbeing professionals.

We'll use a variety of methods to collect your personal information from, and disclose your personal information to, these persons and organisations, including written forms, telephone calls and via electronic delivery. We may collect and disclose your personal information to these persons and organisations during the information life cycle, regularly, or on an ad hoc basis, depending on the purpose of collection.

### Overseas Disclosure

Sometimes, we need to provide your personal information to – or get personal information about you from – persons located overseas, for the same purposes as in 'Why do we collect personal information?'

The countries we usually disclose your personal information to have been outlined on our website [suncorpgroup.com.au/privacy](http://suncorpgroup.com.au/privacy) or you can give us a call and we will provide a copy.

From time to time, we may need to disclose your personal information to, and collect your personal information from, other countries not on this list. Nevertheless, we will always disclose and collect your personal information in accordance with privacy laws.

### Your personal information and our marketing practices

Every now and then, we and any related companies that use the Suncorp brand might let you know – including via mail, SMS, email, telephone or online – about news, special offers, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. You can contact us to update your marketing preferences at any time.

In order to carry out our direct marketing we collect your personal information from and disclose it to others that provide us with specialised data matching, trending or analytical services, as well as general marketing services (you can see the full list of persons and organisations under 'How we handle your personal information'). We may also collect your personal information for marketing through competitions.

We, and other people who provide us with services, may combine the personal information collected from you or others, with the information we, or companies in our Group, or our service providers already hold about you. We may also use online targeted marketing, data and audience matching and market segmentation to improve advertising relevance to you.

### How to access and correct your personal information or make a complaint

You have the right to access and correct your personal information held by us and you can find information about how to do this in the Suncorp Group Privacy Policy.

The Policy also includes information about how you can complain about a breach of the Australian Privacy Principles and how we'll deal with such a complaint. You can get a copy of the Suncorp Group Privacy Policy. Please use the contact details in 'Contact Us'.

### Contact us

For more information about our privacy practices including overseas disclosure or to tell us about your marketing preferences visit our website [suncorp.com.au/privacy](http://suncorp.com.au/privacy) or give us a call on 13 11 55.

## How to contact us

Suncorp Classic Pension  
Suncorp Pooled Superannuation Trust  
GPO Box 2585  
Brisbane QLD 4001

13 11 55 – Customers  
1800 066 745 – Financial Advisers

Fax – 1300 172 693  
[super@suncorp.com.au](mailto:super@suncorp.com.au)  
[suncorp.com.au/super](http://suncorp.com.au/super)