

# Complete Super Product Disclosure Statement

19 June 2019



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## Important information

This Product Disclosure Statement (PDS) dated 19 June 2019 provides a summary of significant information and contains a number of references to important information in the Additional Information Guide (including glossary), the Insurance Guide and the Investment Guide (each of which forms part of this PDS).

You should consider this PDS and the important information contained in the additional information accompanying this PDS before making a decision about this product.

This important information can also be obtained, free of charge, by contacting us, as detailed below.

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

The information in this PDS is subject to change from time to time. Information that is not materially adverse can be updated by us. Updated information can be obtained, free of charge, by calling us on 1800 857 680 or online at [www.brightday.com.au](http://www.brightday.com.au) or 'Secure Online Portal'. A paper copy of any updated information will be provided to you free of charge, upon request.

This PDS is issued by Diversa Trustees Limited ABN 49 006 421 638, AFSL No 235153 RSE Licence No L0000635 (referred to as we, our, us, the Trustee).

Complete Super is an accumulation superannuation product offered through the MAP Superannuation Plan ABN 71 603 157 863 bearing the brand 'brightday' (the Fund).

The Sponsor and Promoter of the Fund is OneVue Wealth Services Ltd, ABN 70 120 380 627 AFSL 308868. Yellow Brick Road Financial Planners Pty Limited ABN 42 124 553 206 CAR 001240326 ('YBR') is the promoter of Complete Super using the 'brightday' brand. YBR is a corporate authorised representative of Yellow Brick Road Wealth Management Pty Limited ABN 93 128 650 037 AFSL 323825.

For more information

Phone: 1800 857 680

Write: PO Box 1282, Albury NSW 2640

Visit: [www.brightday.com.au](http://www.brightday.com.au)

## 1. About Complete Super

Your super is one of the most important investments you will make in your lifetime. It remains one of the most tax-effective ways to invest for your retirement and making regular contributions will go a long way towards realising your dreams of financial independence.

Complete Super offers flexible investment options, including Pooled Investment Options and Super Wrap investment options including Cash Hub, direct shares, term deposits, Managed Account portfolios and managed funds, a range of optional insurance covers (including death, total and permanent disablement and income protection), competitive fees and the convenience of online access.

Complete Super offers clients what they should expect from their superannuation provider:

- a range of investment options, including Pooled Investment Options, Managed Account Portfolios, Managed Funds, Direct Shares and Term Deposits to help you build your retirement nest egg,
- a selection of insurance options including Death, Total and Permanent Disablement (TPD) and Income Protection cover,
- simplicity of use, and
- competitive fees.

Complete Super is issued by Diversa Trustees Limited, a specialist trustee company.

The Trustee is required to disclose certain Trustee and Complete Super information and documentation on a website. Accordingly, the Trustee's website ([www.diversa.com.au/trustee](http://www.diversa.com.au/trustee)) contains the required information and documentation. The information and documentation includes, but is not limited to, the following: the remuneration received by the Trustee's executive officers, the Trust Deed, the Product Disclosure Statement, the most recent Annual Report and the names of each material outsourced service provider to Complete Super.

## 2. How super works

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### About super

Super is a way to save for your retirement which is, in part, compulsory. It is a long-term investment that has a range of benefits, including tax concessions, government benefits and access to insurance.

### Contributions

There are different types of contributions available to you (e.g. employer contributions, voluntary contributions, government co-contributions). Generally, if you are employed, over the age of 18 and earn more than \$450 a month, your employer is required to make contributions into a super fund for you.

If you are self-employed, the onus is on you to contribute to your super and take advantage of tax concessions and other government benefits.

The Commonwealth Government provides tax concessions on super contributions and investment earnings to encourage individuals to boost their retirement savings. There are limitations on contributions into, and withdrawals from, super.

Most people can choose which super fund they would like their super guarantee contributions paid into. If you do not have a choice, or you do not tell your employer where to pay your super contributions, they will be directed into a super fund chosen by your employer.

You may be able to make your own additional contributions by:

- asking your employer to deduct extra money from your pay into Complete Super, before tax is taken out (referred to as salary sacrifice),
- making your own contributions if you are self-employed,
- having contributions made by your spouse, or
- directing any savings into Complete Super. You may be eligible for the Government co-contribution if your income is below a certain threshold.

### Consolidate your super

You can roll over the balance from your current super fund and consolidate any 'lost super' or multiple super accounts into Complete Super. If you have multiple super accounts, you may be paying additional fees for each account. You should consider if it is beneficial to consolidate multiple super accounts into Complete Super.

For further information about how super works, including how to make additional superannuation contributions and withdrawals, go to [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

### Accessing your super

As super is designed to help you save for retirement, you usually cannot access your super until you are aged between 55 and 60 (depending on your date of birth) and have permanently retired from the workforce. There are however some special limited circumstances allowing early withdrawal.

**You should read the important additional information about consolidating and accessing your super before making a decision. Go to 3. Receiving your pension and 4. How to transact in your account in the Additional Information Guide available at [www.brightday.com.au](http://www.brightday.com.au). The material relating to consolidating and accessing your super may change between the time you read this PDS and the day when you acquire Complete Super.**

## 3. Benefits of investing with Complete Super

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### Track Complete Super online

Review your account when it suits you, with 24 hour a day online access via '[Secure Online Portal](#)':

- Check your balance
- Obtain BPay contribution information
- View your contributions and account transactions
- Switch investment options
- Vary your group life insurance

### Investment choice

Complete Super offers a wide range of investment options. You have five Pooled Investment Options to choose from, and a selection of direct investment options including direct shares listed on the ASX All Ordinaries Index including exchange traded funds and listed investment companies, term deposits, Managed Account portfolios and managed funds.

### Insurance options

Choose from a selection of optional insurance cover including Death, Total and Permanent Disability (TPD) and Income Protection cover. You can opt out of cover, transfer your existing cover, or vary your cover at any time.

### Assistance with consolidating your super

We can assist you to find any lost super, rollover super from your existing super fund or consolidate multiple super accounts.

### Easy contributions

Complete Super accepts various contribution payment methods to make it easy for you, your spouse or your employer to top up your super.

### Flexibility

Complete Super can stay with you throughout your working life. If you change jobs, just ask your new employer to contribute to Complete Super.

### Competitive fees

It makes sense to choose a super fund that has competitive administration and management fees.

## 4. Risks of super

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All investments have some level of risk. Different investment strategies may carry different levels of risk, depending on the assets which make up the investment strategy – for example, cash, bonds, property and equities all have different levels of risk.

Complete Super offers a range of investment options. The likely investment return, and the level of risk, is different for each investment option depending on the underlying mix of assets. Assets with the highest return over the longer term may also have the highest level of short-term risk.

When considering your investment in super, it is important to understand that:

- the value of the investment will go up and down,
- the level of returns will vary, and future returns may differ from past returns,
- returns are not guaranteed and you may lose some of your money,

- the amount of your future superannuation savings (including contributions and returns) may not be enough to provide adequately for your retirement,
- laws affecting your super may change in the future, and
- the level of risk acceptable to you will vary depending on a range of factors including your age, your investment time frame, where other parts of your wealth are invested and your risk tolerance.

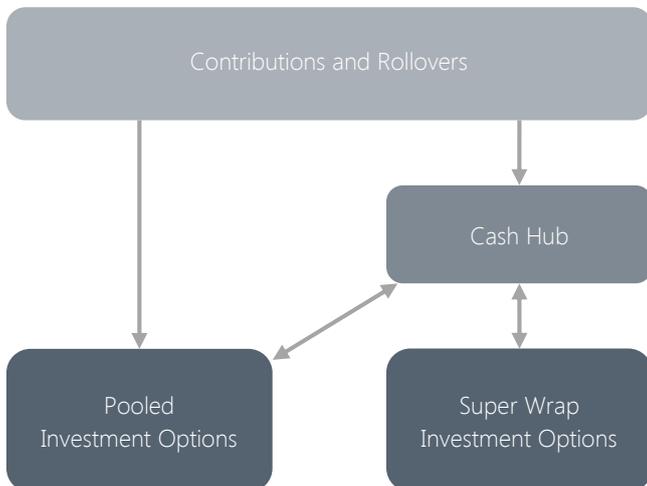
Other risks associated with investing in Complete Super include:

- Inflation risk
- Market risk
- Settlement risk
- Interest rate risk
- Derivatives risk
- Currency risk
- Fund risk
- Legislative risk
- Liquidity risk
- Credit risk
- Investment management risk

You should read the important information about risks of investing in super before making a decision. Go to **1. Risks of investing in the Investment Guide** available at [www.brightday.com.au](http://www.brightday.com.au). The material relating to the risks of investing in super may change between the time you read this PDS and the day when you acquire Complete Super.

## 5. How we invest your money

Complete Super offers a range of Pooled Investment Options and Super Wrap Investment Options as well as a Cash Hub, so you or your Nominated Representative can manage your super to suit your needs. Each option has different risk and return attributes. You, your Nominated Representative or both of you can choose to have your contributions or rollovers placed into one or more of the Cash Hub and your chosen Pooled Investment Options.



You can choose one investment option or a combination of different investment options. If you do not make a choice, the Trustee will contact you about making a choice. If the Trustee is unable to contact you and your account receives a contribution, your funds may be returned.

You or your Nominated Representative can switch between investment options or ask that future contributions be paid into a different investment option by advising us online via 'Secure Online Portal'.

We may change the investment options offered. All changes will be included in the Investment Guide and made available via 'Secure Online Portal'.

You must maintain a minimum balance in your Cash Hub or one or more of the Pooled Investment Options to pay for transactions such as insurance premiums, fees and other costs. You can monitor your balances by regularly checking your account online via 'Secure Online Portal'. If your balance falls below this amount, we will notify you via email. More details are described in the Investment Guide.

The minimum balance you are required to maintain in your Cash Hub or your chosen Pooled Investment Options is \$2,500 or 2% of your account value, whichever the greater.

### Cash Hub

The Cash Hub is an interest bearing account. Available Funds held in the Cash Hub can be used to purchase Pooled Investment Options or Super Wrap Investment Options.

### Pooled and Super Wrap Investment Options

Your account value includes cash held in the Cash Hub, and your investment in any of the following investment options:

Pooled Investment Options	Cash	
	Balanced	Passive Balanced
	High Growth	Passive High Growth
Super Wrap Investment Options	Cash Hub	
	Direct Shares	
	Managed Funds	
	Managed Account Portfolios	
	Term Deposits	

You should read the important information about how we invest your money before making a decision. Go to **2. How we invest your money in the Investment Guide** available at [www.brightday.com.au](http://www.brightday.com.au). The material relating to how we invest your money may change between the time you read this PDS and the day when you acquire Complete Super.

### Pooled Investment Option: Balanced

Below is information about one of the Pooled Investment Option available, the **Balanced** option, in Complete Super as the example. Further information on other investment options can be found in the Investment Guide.

Who is this investment option for?	Members who seek exposure to a combination of growth and defensive assets and can tolerate a medium to high level of risk over four years. This option invests predominantly in a mixture of growth and defensive assets across most asset classes.
Investment return objective	CPI +1.5% per annum
Minimum suggested time frame	4 years
Standard risk measure	Medium - High

Asset classes	Strategic asset allocation	Asset allocation range
Defensive Assets	50.0%	
Cash	11.0%	5.0%-20.0%

Australian Fixed Income	17.0%	10.0%-25.0%
Global Fixed Income	22.0%	15.0%-35.0%
<b>Growth Assets</b>	<b>50.0%</b>	
Australian Equities	21.5%	10.0%-30.0%
International Equities	24.5%	10.0%-35.0%
Global Listed Property & Infrastructure	4.0%	0.0%-15.0%

## Labour standards or environmental, social or ethical considerations

Labour standards or environmental, social or ethical considerations are not taken into account by the Trustee in the selection, retention or realisation of Complete Super investments. However, any external investment managers Complete Super invests with may choose, at their discretion, whether to take into account environmental, social or ethical issues or labour standards when making their investment decisions.

**Warning:** You must consider the likely investment return, the risk and your investment time frame when choosing which option to invest in.

You should read the important information about Pooled Investment Options and Super Wrap Investment Options before making a decision. Go to *3. Pooled Investment Options*, *5. Super Wrap Investment Options* and *6. Terms and conditions for Super Wrap Investment Options* in the *Investment Guide* available at [www.brightday.com.au](http://www.brightday.com.au). The material relating to Pooled Investment Options and Super Wrap Investment Options may change between the time you read this PDS and the day when you acquire Complete Super.

## 6. Fees and costs

### Consumer Advisory Warning Did you know?

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

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

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

You or your employer, as applicable, may be able to negotiate to pay lower fees.<sup>1</sup> 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](http://www.moneySMART.gov.au)) has a superannuation fee calculator to help you check out different fee options.

## Fees and costs table

This table provides summary information about the main fees and costs for the **Pooled Investment Option: Balanced**. All fees disclosed in this PDS are GST inclusive. You should use this table to compare this superannuation product with other superannuation products.

Type of fee*	Amount	How and when paid	
Investment fee	Nil	Not applicable	
Administration fee**	0.60% p.a. or a minimum of \$250 p.a.**	Calculated on the average daily balance and deducted from your account monthly and on exit, subject to minimum fee pro-rata by number of days in the month	
	PLUS		
	Expense Recovery Fee***		
	Up to \$500,000		0.05%
	\$500,001 - \$1m	0.025%	
	Above \$1m	Nil	
Buy-sell spread	0.10%/0.10%	Included in the unit price of the investment option	
Switching fee	\$0 for the first two switches per annum then \$24.95 per switch	Deducted from your account at the end of month the switch is made	
Exit fee	Nil	Not applicable	
Advice fee relating to all members investing in a particular MySuper product or investment option	Nil	Not applicable	
Other fees and costs****	Nil	Not applicable on this investment option. See additional information under Additional explanation of fees and costs	
Indirect cost ratio	0.46% p.a.	Deducted from the assets of the underlying investments and reflected in the daily unit price	

\* For definitions of the fees and costs in the table above, please refer to the Complete Super Additional Information Guide. The definitions can also be found in the following website: [www.brightday.com.au](http://www.brightday.com.au).

\*\* Minimum administration fees per annum apply.

\*\*\* Expense Recovery fee may include transfer to Operational Risk Finance Reserve (ORFR) from member accounts if required to meet regulatory requirements.

\*\*\*\* See the section below 'Additional explanation of fees and costs' for further information about other costs such as adviser fees, activity fees such as family law fees, insurance fees, promoter fees and staff fees.

<sup>1</sup> This disclosure is prescribed by law.

## Example of annual fees and costs

This table gives an example of how the fees and costs in Complete Super **Pooled Investment Option: Balanced** can affect your super investment over a one year period. You should use this table to compare this superannuation product with other superannuation products.

EXAMPLE - Pooled Investment Option: Balanced		Balance of \$50,000
Investment fees	0.00%	For every \$50,000 you have in the superannuation product you will be charged \$0 each year
PLUS administration fees	0.65%	<b>And</b> , you will be charged \$325 in administration fees
PLUS indirect costs for the superannuation product	0.46%	<b>And</b> , indirect costs of \$230 each year will be deducted from your investment
EQUALS cost of product	If your balance was \$50,000, then for that year you will be charged fees of <b>\$555</b> for the superannuation product	

**Note:** Additional fees may apply. **And**, if you leave the superannuation entity, you may be charged an **exit fee of \$0** and a **buy/sell spread** which also applies whenever you make a contribution, exit, rollover or investment switch. The **buy/sell spread** for exiting is **0.10%** (this will equal to **\$50** for every \$50,000 you withdraw).

## How fees and costs are charged

Fees and costs can be paid directly from your account or deducted from your investment returns.

## Fee calculator

ASIC's website [www.moneysmart.gov.au](http://www.moneysmart.gov.au) has a super calculator you can use to calculate the effect of fees and costs on your account balance.

**Warning:** If you consult a financial adviser you may agree to pay your adviser an advice fee, which is disclosed in the Statement of Advice provided by your adviser. The amount of the fee will be deducted from your account.

## Additional explanation of fees and costs

### Activity fees

Refer to sections 1. and 2. in the *Additional Information Guide*.

### Member adviser service fees

You may agree to pay an adviser service fee for Complete Super services provided to you. This adviser service fee may be deducted from your account, with your consent. The adviser service fee is limited to an initial or transactional fee of up to \$5,500 per advice event and/or an ongoing service fee of up to 5.50% of your account balance, and will appear in the Statement of Advice provided to you by your financial adviser.

Ongoing fees may be negotiated with your financial adviser as a fixed dollar amount, subject to the above maximums.

### Insurance fees

Refer to section 8. *Insurance in your super* and Complete Super Additional Information Guide for more information, go to the 'Secure Online Portal' for further details.

## Promoter fees

The total fees that you pay as an investor (including administration fees, transaction fees, switching fees, brokerage fees, insurance fees and other fees) are disclosed in this PDS. We collect these fees and retain a portion of these fees for the products and services we supply. From the fees we collect, we pay promoter fees to YBR. By investing in the products and services, you authorise us to pay the promoter fees to YBR. YBR consents to this arrangement.

As at the date of this PDS the promoter fees which you authorise us to pay YBR are amounts up to a maximum of:

- 0.19% p.a. of the balance of your superannuation account from time to time and are paid out of the Administration Fees, subject to a minimum promoter fee of \$60.00 per member,
- 20% of any Switch Fees (the first two switches per member per annum are free),
- 12% of any Brokerage Fees applicable to buying or selling equities,
- 22% of the Insurance Administration Fees and Insurance Establishment Fee (Retail Policies only) payable and 20% of any Insurance Payment Administration Fees, and
- 22% of any Family Law Enquiry, Family Law Split payable.

## Staff fees

YBR can offer discounts to employees and nominated persons of YBR and affiliated companies. Administration Fees and Insurance Administration Fees are reduced for qualifying staff and nominated persons.

## Changes to fees and costs

The Trustee may introduce new fees or change existing fees at any time, without your consent. We will notify you at least 30 days before introducing or increasing fees.

You should read the important information about fees and other costs before making a decision. Go to 1. *Defined Fees* and 2. *Super and pension fees and costs* in the *Additional Information Guide* available at [www.brightday.com.au](http://www.brightday.com.au). The material relating to fees and other costs may change between the time you read this PDS and the day when you acquire Complete Super.

## 7. How super is taxed

This section provides a summary of the tax consequences associated with investing in Complete Super as at the date of issue of this PDS. Changes to tax law, or its interpretation, could affect the tax consequences associated with investing in Complete Super. The tax consequences for a particular investor may vary. Investors should seek professional tax advice which takes into account their individual circumstances.

Super is taxed in multiple ways. We pay tax applicable to your account directly to the Australian Taxation Office. Tax may be deducted from your contributions, account balance or investment earnings.

### Tax on contributions

#### Concessional (before tax) contributions

These include Super Guarantee (SG) contributions, self-employed contributions, salary sacrifice contributions and other employer or award contributions.

The general concessional contribution cap set by the Australian government for the 2018/19 financial year, is \$25,000 per annum.<sup>1</sup>

From 1 July 2018, if you have a total superannuation balance of less than \$500,000 at the end of 30 June of the previous financial year, you may be entitled to contribute more than the general concessional contributions cap using the carried-forward amounts of your unused concessional contributions. The first year you will be entitled to carry forward any unused amounts in the 2019/20 financial year. Unused amounts are available for a maximum of five years, and will expire after this.

All your concessional contributions will be taxed at 15%. If your income, plus certain superannuation contributions, exceeds \$250,000 per annum, the excess contributions will be taxed at a further 15%.

If you exceed the applicable concessional contribution cap for a financial year, you will be liable to pay an excess concessional contributions charge. Excess concessional contributions will be included in your assessable income and effectively taxed at your marginal tax rate. In such circumstances, you will be entitled to a non-refundable tax offset equal to the 15% tax paid in respect of your account on receipt of your concessional contributions.

### Non-concessional (after tax) contributions

Non-concessional contributions include personal contributions, spouse contributions and government co-contributions. For the 2018/19 financial year, no additional tax applies on contributions up to a cap of \$100,000 per annum if your total superannuation balance is less than \$1.6 million.

In addition, if you are under 65 years of age, you may be able to 'bring forward' to the current financial year, the following two years' worth of non-concessional contributions. The 'bring forward' amount will depend on your total superannuation balance at the end of 30 June of the previous financial year.

If you exceed the above non-concessional contribution caps, you will be required to pay an excess non-concessional contribution tax at a rate of 45% plus any applicable levies.

**Warning:** If you exceed the relevant contribution caps applicable to your superannuation for a financial year, you may pay excess contributions tax.

### Tax on super investment earnings

Earnings on your super investment will be taxed at a maximum of 15%, if we have your tax file number (TFN) on file. Some capital gains may be taxed at the concessional rate of 10%.

Tax on your Super Wrap Investment Options will be deducted from your Cash Hub or from your most conservative Pooled Investment Option and reported in your account statement. Tax on Pooled Investment Options is included in the unit price for the Pooled Investment Option and is not reported separately in your account statement. Franking Credits are incorporated into the annual income distributions as they are paid to your Cash Hub or Pooled Investment Options.

### GST and Reduced Input Tax Credits

All fees and costs are inclusive of GST, unless expressly stated otherwise. We may be able to claim a reduced input tax credit (RITC) of up to 75% of the GST paid on some of these fees. This may include fees for certain brokerage services, investment portfolio management, administrative functions and Custodial Services. We may also be able to claim an RITC of 55% of the GST paid on some of the other fees charged. Where we are able to claim an RITC, we will retain the RITC.

**Warning:** You should provide the Trustee with your tax file number when you join Complete Super. If you do not provide your tax file number, you may pay extra tax on your contributions or when you later access your benefit, or you may not be able to make some types of contributions. It will also be more difficult to find your superannuation benefits if you change address without notifying us or to trace different super amounts in your name so that you receive all your super benefits when you retire.

### Tax on withdrawals as lump sum

Component	Tax rate
Tax-free	No tax paid on withdrawals.
Taxable	Once you are over the age of 60, your lump sum payments are tax-free.
	If you are at or above your preservation age and under 60, the first \$205,000 in the 2018/19 financial year is tax free and the balance is taxed up to a maximum rate of 15% plus any applicable levies.
	If you are under your preservation age, the whole of this component is taxed at a rate of 20% plus any other applicable levies.

**Note:** Different rates of tax apply to super benefits that include an 'untaxed element'. For information about how tax applies to super contributions, investment earnings and withdrawals, see [www.ato.gov.au/super](http://www.ato.gov.au/super).

<sup>1</sup> If you have more than one super fund, all concessional contributions made to all of your super funds are added together and count towards the concessional contribution cap. Super taxation and contribution caps may change. For further details refer to [www.ato.gov.au](http://www.ato.gov.au).

## 8. Insurance in your super

### Types of cover

You can access optional insurance cover through Complete Super to protect your family's financial security against the unexpected. Complete Super offers both Group Life Insurance and Income Protection as well as access to Retail Insurance. Retail insurance terms are specific to the retail insurer's product disclosure statement. Speak to your financial adviser to obtain a copy of an insurer's product disclosure statement or to apply for retail insurance cover. Choose from a range of optional insurance covers including Income Protection, Death, TPD:

- Death insurance provides a lump sum benefit in the event of death, or you are diagnosed with a Terminal Illness;
- TPD Insurance provides a lump sum benefit if you suffer a Total and Permanent Disablement;
- Income Protection pays a set percentage of your monthly income for a pre-defined length of time in the event that you suffer Total Disability as a result of illness or injury

Your insurance cover will not commence until your first contribution or rollover has been received and an insurance premium is paid out of your member account. There are costs associated with insurance cover. These costs which are deducted from your account are calculated on the amount of cover you request, your age, gender, occupation and assessment by the Insurer.

More information on insurance cover and how to apply can be found in the Insurance Guide and online via [www.brightday.com.au](http://www.brightday.com.au) or 'Secure Online Portal'.

### Transferring cover from another insurer

You may be able to transfer your current Death, Total and Permanent Disablement (TPD) and Income Protection Cover from another insurer or superannuation fund to Complete Super. [www.brightday.com.au](http://www.brightday.com.au)

### Cost of Insurance

There are costs associated with insurance cover. These costs, which are deducted from your account monthly, are calculated on the amount of cover you request, your age, gender, occupation and assessment by the Insurer.

#### Group Life Insurance & Income Protection Costs

When you take up group insurance cover, Complete Super will charge you an administration fee of \$99 per annum to cover the expenses of administering insurance through Complete Super. This fee is in addition to your premium.

#### Retail Insurance Costs

If you take up retail insurance cover, Complete Super will charge you an Activity Fee: Insurance Establishment Fee of \$99, and \$99 per annum to cover the expenses for administering insurance through Complete Super. These are in addition to your premium.

Type of fee	Amount	How and when paid
Activity Fee: Insurance Administration Fee (Retail Policies)	\$99 per annum	Charged at the end of the month and deducted from your account
Activity Fee: Insurance Establishment Fee (Retail Policies only)	\$99	Charged at the end of the month and deducted from your account
Activity Fee: Insurance Payment Administration Fee*	\$25	Charged at the time of payment and deducted from your account with each payment

\* Activity Fee: Insurance Payment Administration Fee only applies to Income Protection insurance payments.

### Cover you can increase

Group Life insurance cover is subject to underwriting and policy maximums as follows: Death – No maximum; TPD – \$3 million; Terminal Illness – \$3 million; and Income Protection – 75% of your pre-disability monthly income up, to a maximum of \$30,000 per month. You can also apply for additional Income Protection cover equal to the amount your employer contributes to your super, subject to a maximum of 10% of your income. This amount is included in the \$30,000 per month maximum.

### Reducing or cancelling cover

You can reduce or cancel your Group Life Insurance and/or Income Protection Insurance at any time through your account online.

### Making a claim

If you make an insurance claim, the Trustee will determine whether you are entitled to be paid based on the terms of the policy, the Fund's rules and the law.

#### Warning:

Information about:

- eligibility for, or the cancellation of, the insurance cover,
- details of any definitions, conditions and exclusions applicable to the insurance cover,
- the level and type of optional insurance cover available,
- the actual cost of the optional insurance cover in dollars, or the range of costs that would be payable depending on your circumstances,
- any other significant matter in relation to insurance cover (including the transfer of existing insurance), may affect your entitlement to insurance cover, and
- other important additional information

is contained in the Insurance Guide. You should read this before deciding whether the insurance cover in Complete Super is appropriate for you.

You should read the important information about insurance in your super before making a decision. Go to the *Insurance Guide* available at [www.brightday.com.au](http://www.brightday.com.au). The material relating to insurance in your super may change between the time when you read this PDS and the day when you acquire Complete Super.

## 9. How to open an account

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To open a Complete Super account:

1. Read this PDS and all other important information referred to in the PDS;
2. Complete the online application for Complete Super via [www.brightday.com.au](http://www.brightday.com.au)
3. Print, review and sign your rollover forms (if applicable), insurance forms (if applicable) and death benefit nomination forms; and
4. Submit your completed application online and send any relevant forms to  
brightday  
PO Box 1282  
Albury NSW 2640

**Note:** Your account will be established without a financial adviser. You can appoint a financial adviser by writing to us and request that we deduct the adviser fee from your account and to pay your adviser on your behalf.

### Next steps

- Provide a choice of fund form to instruct your employer to make contributions on your behalf.
- Make other contributions using the banking details provided in '[Secure Online Portal](#)'.

### Cooling-off period

When you join Complete Super, you have a 14-day cooling-off period if you change your mind. You can cancel your Complete Super membership in writing within 14 days from the earlier of:

- 5 days after your application is accepted
- the date we confirm your membership

We will refund an amount to you (if you are entitled to access your super) or transfer an amount to a nominated complying super fund. The refund may be decreased or increased to allow for market movements during that time. We may also deduct any reasonable transaction and administrative costs, tax or duty incurred. Note, if you do not nominate a suitable fund within 28 days, your contributions will be transferred to the Fund's Eligible Rollover Fund (ERF). An ERF receives and invests the entitlements of superannuation fund members in certain circumstances. The ERF currently selected by the Trustee is:

#### Super Money Eligible Rollover Fund (SMERF)

PO Box 1282  
Albury NSW 2640  
Phone: 1800 114 380

The Trustee of Complete Super is the trustee of SMERF.

## Anti-money laundering and counter-terrorism financing

In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act), we are required to collect information with respect to the identity of all applicants in order to determine the beneficial owners of all accounts. This verification process may occur when you make a withdrawal (e.g. meet a specific condition of release).

### Complaints

If you have a complaint about your account please contact us by phone on 1800 857 680 or write to:

Complaints Officer  
Complete Super  
PO Box 1282  
Albury NSW 2640

Your complaint will be acknowledged in writing and you will be advised of the steps we will take to resolve it.

If we do not respond within 90 days or if you are not satisfied with the outcome of your complaint, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme to deal with complaints from consumers in the financial system.

To find out if the AFCA can handle your complaint and determine the type of information you would need to provide, contact the AFCA:

Telephone: 1800 931 678

Website: [www.afca.gov.au](http://www.afca.gov.au)

Email: [info@afca.gov.au](mailto:info@afca.gov.au)

Write: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

**You should read the important information about how to transact in your account before making a decision. Go to 4. *How to transact in your account* in the *Additional Information Guide* available at [www.brightday.com.au](http://www.brightday.com.au). The material relating to transacting in your account may change between the time you read this PDS and the day when you acquire Complete Super.**