



Joint Financial Services Guide

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The Financial Services Guide

This Financial Service Guide (FSG) is an important document and is designed to assist you, as a retail client, in deciding whether to use any of the financial services we¹ are authorised to provide.

The FSG provides you with information prior to a financial service being provided about who we are, the services we offer, how you can interact with us, how we get paid and what to do if you have a complaint.

This FSG is for members and employer sponsors of CareSuper and those who may shortly become members or employer sponsors of CareSuper. CareSuper Pty Ltd is the Trustee of CareSuper and it has appointed AAS as the administrator of CareSuper.



This joint Financial Services Guide (FSG) has been prepared, authorised and issued by CareSuper Pty Ltd (ABN 91 006 670 060 AFSL 235226) ('CareSuper') and Australian Administration Services Pty Ltd (ABN 62 003 429 114) ('AAS') as an Authorised Representative (AR No. 307946) of Pacific Custodians Pty Limited (ABN 66 009 682 866 AFSL 295142) ('Pacific Custodians'). The issue of this FSG by AAS has been authorised by its authorising licensee, Pacific Custodians.

¹'we', 'us', or 'our' can be interchangeably used to mean CareSuper Pty Ltd and/or Pacific Custodians Pty Limited and/or Australian Administration Service Pty Ltd.

² general financial product advice ('advice') means advice in relation to general features of the product and does not take into account a person's personal information or circumstances.

What other documents might you receive from CareSuper?

You will receive a Product Disclosure Statement (PDS) upon joining CareSuper either at the time you register or later, when you receive your welcome letter.

A PDS is a detailed guide to the benefits, services, fees, your rights, cooling off period and terms & conditions of CareSuper products.

The PDS also includes the application form that should be used to join CareSuper.

Who are we?

CareSuper is a superannuation fund established on 25 November 1986.

CareSuper Pty Ltd, as Trustee, is the body responsible for managing CareSuper. The Board of CareSuper has 9 directors, 4 of whom represent the members, 4 of whom represent the employer sponsors and 1 independent director.

With over 200,000 members, 32,000 participating employers and assets in excess of \$3.5 billion, CareSuper is one of the largest superannuation funds in Australia.

CareSuper has contracted AAS, as an authorised representative of Pacific Custodians Pty Ltd, to provide administration and enquiry services. This may involve AAS providing general financial product advice on behalf of CareSuper.

AAS was established in 1988. It provides professional administration, advisory and customer relationship services to employers and members of industry, redundancy, pension plans and eligible rollover funds.

Pacific Custodians is a wholly-owned subsidiary of Link Market Services Limited (Link), and a member of the Link Group of Companies (Link Group). Please refer to Link Market Services' web site www.linkmarketservices.com.au for more information.

Pacific Custodians is also authorised under its AFSL to provide certain services in relation to superannuation (dealing in superannuation products and general financial product advice – superannuation services).

AAS, which is part of the Link Group, has been authorised by Pacific Custodians to provide these superannuation services on its behalf.

What financial services and products do we offer?

CareSuper is authorised under its AFSL to provide general financial product advice² on superannuation products to retail clients, which includes CareSuper's Pension. It is also authorised to deal in superannuation products.

AAS as an authorised representative of Pacific Custodians is authorised to provide general financial product advice² in relation to superannuation and pension products.

This FSG relates to the provision of general financial product advice² by CareSuper and AAS in relation to CareSuper.

AAS representatives provide general financial product advice² specific to the superannuation product and in particular for CareSuper. In providing the superannuation advice, AAS acts for Pacific Custodians (as its Authorised Representative).

We will not take into account your particular financial needs, circumstances or objectives in any of the advice we provide, and all advice will be of a general nature only.

Who is responsible for the financial services given?

CareSuper and AAS are jointly responsible for any advice provided to you.

Pacific Custodians will also be responsible for any superannuation services provided by AAS in its capacity as an Authorised Representative of Pacific Custodians. Whenever such advice is provided, a representative acting on our behalf will provide it. Generally, all contact with the CareSuperLine by members or employers will be with an AAS representative.

CareSuper also has Client Partnership Managers (CPMs) who may visit your workplace to give presentations to members about CareSuper. These CPMs represent CareSuper.

In any other circumstances, the person you are dealing with will identify whether they represent CareSuper or AAS (who is an Authorised Representative of Pacific Custodians).

How will I pay for receiving general financial product advice?

In relation to the Trustee, the cost of providing general financial product advice² is included in the fees charged for membership of CareSuper. Fees charged by external fund managers used by CareSuper are deducted before CareSuper declares its investment crediting rates. The relevant CareSuper PDS contains full details of all fees charged for membership of the fund.

CareSuper's Client Partnership Managers are paid by salary and not by commission.

CareSuper is effectively owned by its members and therefore all fees collected, with the exception of government taxes and charges, go to the management of the fund and providing the fund's products and services.

CareSuper pays AAS a fee to provide superannuation services, which is calculated according to a number of factors, including:

- The number of members in the fund, and
- The attainment of certain service and performance standards.

The fee covers the giving of general financial advice and no additional salary or payment is made for the provision of this advice or for you acquiring an interest in the fund. AAS pays its employees a salary that may include a performance-related bonus.

You may request particulars of remuneration arrangements any time before the superannuation services are provided to you.

Neither staff nor any parties related to CareSuper or AAS receive any commissions, fees or benefits in relation to any financial product or services provided.

Are there any associations or relationships which might influence the advice which is provided to me?

CareSuper is a shareholder/investor in:

- Members Equity Bank, which is the provider of the Super Member Investment Funds and banking and lending facilities. This organisation would not be expected to influence the financial services or advice given by CareSuper.

- CareSuper does not have any associations or relationship with any other product issuer that could be expected to influence the provision of the financial services.
- AAS and Duenna Services Pty Ltd jointly own Money Solutions Pty Ltd (ABN 36 105 811 836 AFSL 258145), who may also provide financial services advice to members, including any financial product advice.
- AAS does not have any associations or relationship with any other product issuer that could be expected to influence the provision of the financial services.

What should you do if you have an enquiry or complaint?

We aim to deal with all enquiries and any complaints as quickly and effectively as possible, and will provide a response within 90 days.

If you have a complaint about CareSuper or about financial product advice provided by CareSuper or AAS you should contact:

Enquiries & Complaints Officer
CareSuper GPO Box 1923R
Melbourne VIC 3001
Phone: 1300 360 149

What compensation arrangements are provided?

CareSuper Pty Ltd (the Trustee) has a professional indemnity insurance policy in place which covers certain claims arising out of the provision of services by the Trustee and its representatives to third parties and its business operation. The professional indemnity insurance meets the requirements of section 912B of the Corporations Act 2001. The ability of the Trustee to make a claim under the policy is subject to the terms and conditions stipulated in the policy.

Pacific Custodians has Professional Indemnity (PI) insurance arrangements in place to compensate persons for loss or damage arising as a result of the breach or breaches of any relevant legislative obligations by Australian Administration Services. These arrangements satisfy the requirements of section 912B of the Corporations Act 2001 (Cth).

Complaints relating to CareSuper

If you are not satisfied with the way CareSuper handles your complaint, or with its resolution, you may contact the Superannuation Complaints Tribunal ('SCT'). The SCT is an independent body set up by the Federal Government to assist members or their beneficiaries to resolve certain superannuation complaints. The SCT may be able to assist you to resolve your complaint but will only become involved after you have made use of CareSuper's own complaint handling process.

To find out whether the SCT can handle your complaint and the type of information you need to provide, please contact them as follows:

Superannuation Complaints Tribunal
Locked Mail Bag 3060 GPO
Melbourne VIC 3001
Phone: 1300 780 808

Complaints relating to AAS

If your complaint results from general financial product advice provided by AAS as an Authorised Representative of Pacific Custodians or an AAS representative, the SCT will not be able to handle your complaint. In this case, your complaint should initially be directed through to AAS's internal complaint handling process.

If you are not satisfied with the way AAS handles or resolves the complaint, you may be able to lodge a complaint with the Financial Ombudsman Service ('FOS').

FOS is an independent body set up to assist consumers in the resolution of complaints relating to the financial services industry, in particular the provision of financial products and advice. FOS may be able to assist you to resolve your complaint but will only become involved after you have made use of AAS's own complaint handling process.

The address of FOS is:

Financial Ombudsman Service
GPO Box 3, Melbourne VIC 3001
Phone: 1300 780 808
Email: info@fos.org.au
Website: www.fos.org.au

How can you contact CareSuper?

By mail: CareSuper
GPO Box 1923R
Melbourne VIC 3001

In person: Level 1, 333 Collins Street
Melbourne VIC 3000

Phone: CareSuperLine:
1300 360 149

Email: admin@caresuper.com.au

Website: www.caresuper.com.au

How can you contact AAS?

By mail: Australian Administration
Services Pty Ltd
GPO Box 4366
Melbourne VIC 3000

Phone: (03) 9633 8000

Email: aasenquiries@aas.com.au

Website: www.aas.com.au

How can you contact Pacific Custodians?

By mail: Pacific Custodians Pty Limited
ABN 66 009 866, AFSL 295142

In person: Level 12, 680 George Street
Sydney NSW 2000

Phone: (02) 8280 7291

Fax: (02) 9287 0303