

# Direct Investment option guide

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This guide explains our Direct Investment option (DIO). It should be read in conjunction with the *Terms and conditions for using the CareSuper DIO portal* available at [caresuper.com.au/dio-terms](https://caresuper.com.au/dio-terms).

Before making any investment decisions, please read the relevant PDS available at [caresuper.com.au/pds](https://caresuper.com.au/pds) to help you understand our investment options, investment approach and the risks associated with investing, as well as the applicable fees and costs.

The DIO is provided through FNZ (Australia) Pty Limited (FNZ) ABN 67 138 819 119. FNZ does not guarantee the performance, the repayment of capital or any particular rate of return of the investments purchased through the DIO.

This document contains general information only and doesn't take into account your objectives, financial situation or needs. Before making a decision about CareSuper, you should consider if this information is right for you. You may also wish to consult a licensed financial adviser. Consider the PDS and TMD at [caresuper.com.au/pds](https://caresuper.com.au/pds). Any advice provided in this document is provided by CareSuper Advice Pty Ltd ABN 78 102 167 877, AFSL 2844443. A copy of the *Financial services guide* for CareSuper is available at [caresuper.com.au/fsg](https://caresuper.com.au/fsg).

All information, rates and/or fees are current at the time of production and are subject to change. Changes to government legislation and super rules made after this time may affect the accuracy of the information provided. You may wish to obtain professional advice before acting on any of the information contained in this document.

Issuer is CareSuper Pty Ltd ABN 14 008 650 628, AFSL 238718, the trustee of CareSuper ABN 74 559 365 913.



# Welcome to the DIO

Our DIO is designed for members who want to play an active role in managing their super. It offers members more flexibility and choice about how part of their super is invested.

The DIO allows members to invest part of their super in a range of:

- S&P/ASX 300 shares
- exchange traded funds (ETFs)
- listed investment companies (LICs)
- term deposits

The DIO is managed through an easy-to-use online portal that you can only access via **Member Online**.

It's not suitable for everyone, and extra fees apply to this option. DIO fees are outlined on page 23.



## Important information

The DIO will not be for everyone. It may not be suitable for members who:

- have a short investment time frame
- may need access to their money at short notice (e.g. to pay for insurance fees or make withdrawals)

Investors should consider the following before deciding whether the DIO is appropriate for them:

- You'll be responsible for managing your investments. You'll need to have a reasonable understanding of investing and how markets work.
- The DIO is only available through **Member Online**, and all correspondence will be sent to you by email. You need to have access to a computer and email in order to manage your investments in the DIO. For security purposes, access to **Member Online** from certain countries may be limited. Refer to the *Terms of use* for more details at [caresuper.com.au/terms-of-use](https://caresuper.com.au/terms-of-use).

- Listed investments are likely to experience volatility in the short term. How you react to market volatility can make a big difference to your retirement savings over the long-term.
- Future transactions such as fees and withdrawals can't be paid out of your DIO investments. You should consider whether you think you may need withdrawals when deciding how much to invest in DIO.
- If you need to break a term deposit early, you may lose some of the interest payable. Please refer to the *Breaking a term deposit early* section on page 18 for details.
- Making investment decisions in response to your emotions, or trading too frequently, can adversely affect your performance outcomes.
- CareSuper staff can't provide financial advice on the DIO. If you need professional advice, it may come at a cost.

## Who can invest in the DIO

You must have:

- a minimum of \$20,000 in your account
- a CareSuper super account or a Flexible Income account
- access to **Member Online**
- a valid email address recorded on your account

The DIO is not available in our Transition to Retirement (TTR) Income, Managed Income, Term Allocated Pension or Defined Benefit accounts.



### Your email address is important

You must have a valid email address to invest in the DIO, and you should notify us immediately if your email changes. This is because all communications generated from the DIO portal can only be sent to you via email, regardless of your communication preferences on your CareSuper account.

If your email is invalid, you'll be able to access DIO-related communications within the DIO portal, however you won't receive any direct communications about your DIO investments.

Keeping your email address up to date ensures you'll receive notifications regarding term deposit maturities, corporate actions or any other notifications about your DIO investments. CareSuper won't accept any responsibility or liability as a result of any DIO communications you don't receive because you haven't provided a valid email address.

Your email address will be considered invalid if we receive a 'bounce-back' notification to let us know the email has been returned to us undelivered. Some of the most common reasons this occurs are:

- you've changed jobs
- your email account has closed (for example, you've changed your email address)
- your email inbox is temporarily full and can't receive emails
- your email address contains a spelling mistake

You can update your email in **Member Online**, or by calling us on **1800 005 166**.

## Minimum balance requirements

You need to keep a minimum amount invested in CareSuper's other investment options at all times.

- **If you have a CareSuper super account** - you must keep at least \$6,000 of your account balance in other investment options at all times.
- **If you have a Flexible Income account** - you must keep at least \$6,000 or 10% of your account balance in other investment options at all times (whichever is the greater).

This ensures you have sufficient funds available to pay fees and costs, and if you're invested in a Flexible Income account, income payments to you.

You must also keep at least \$500 in your Transaction account at all times.

Additional rules apply, depending on the investments you choose. We've explained them throughout this guide.

Your DIO investments may be sold to meet these requirements. See page 13 for more information.

## Important information about the DIO

There are some important differences between investing through the DIO compared with directly investing in your own name. Some of these reasons are outlined below.

- DIO investments will not be registered in your name. Investments in the DIO are owned by CareSuper Pty Ltd as trustee for CareSuper.
- You can only access your DIO investments through the DIO portal, which can only be accessed through **Member Online**. This means that you can only view and transact on your DIO investments via **Member Online**.
- When you view your DIO investments in **Member Online** or the DIO portal, please note that your investments aren't updated in real time. You'll see the amounts and valuations as at the last business day.
- As an investor using DIO, you may get some benefits of investing in term deposits or owning listed securities via the DIO (for example, dividends and interest payments), however you do not have any direct rights or interests in any of the securities you hold or term deposits you invest in. This means that there is no guarantee that you will be able to participate in corporate actions or other benefits generally associated with ASX listed securities ownership. Any participation or benefit is entirely at the discretion of the trustee.
- You can't in-specie transfer investments into or out of the DIO. This means that you can't transfer investments held in your own name into your CareSuper account, and you can't transfer DIO investments held in your CareSuper account into your own name or to other super funds.
- You won't receive any correspondence directly from the issuer of the investments you choose. Any correspondence you receive will be issued by the trustee and delivered by email or available online.
- You won't receive cooling off rights in relation to investments acquired through the DIO.
- The Transaction account and any term deposits you invest in will not be covered under the Commonwealth Government's Financial Claims Scheme.

## Risks of transacting online

To the extent permitted by law, CareSuper accepts no responsibility should the DIO be unavailable for transacting. CareSuper reserves the right to temporarily change, suspend or cancel operations in **Member Online** and the DIO without prior notice.

As with any service that uses technology, there is some risk that the administration system's hardware and software may fail, causing a delay in the processing and reporting of your account. We do not accept responsibility if this was to happen and the failure was outside of our control. We have sought to address this risk and the risks associated with other unforeseen circumstances by implementing a disaster recovery plan and ensuring that relevant service providers also have disaster recovery and business continuity arrangements in place. This includes manual processes and nightly backups of our systems and data.

For more information read the *Terms and conditions for using the CareSuper DIO portal* available at [caresuper.com.au/dio-terms](https://caresuper.com.au/dio-terms).

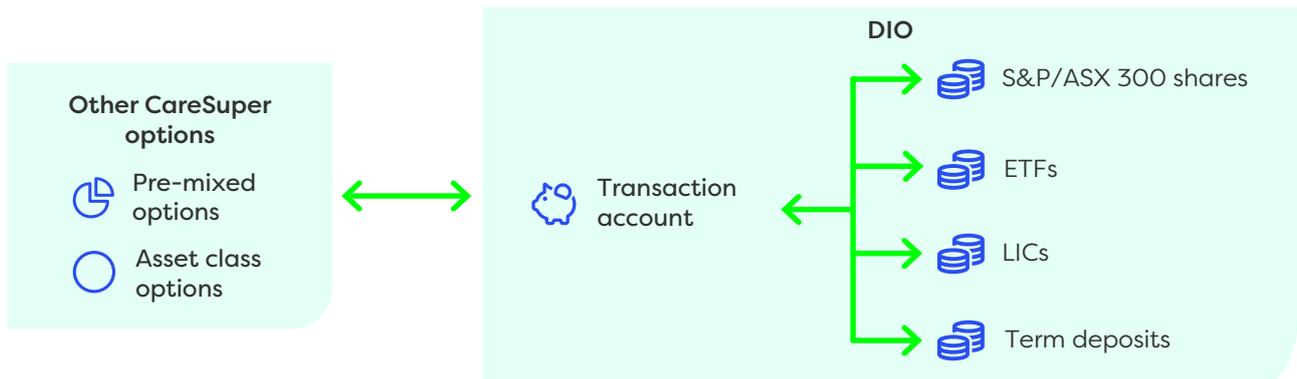
# How the DIO works

To invest in the DIO, you first need to transfer money into a Transaction account in the DIO.

You can then use your Transaction account to buy and sell investments in the DIO.

Future transactions such as fees and withdrawals can't be paid out of your DIO account, and you need to keep a minimum amount invested in CareSuper's other investment options at all times. Go to page 5 for more information about minimum balance rules.

## Your CareSuper account



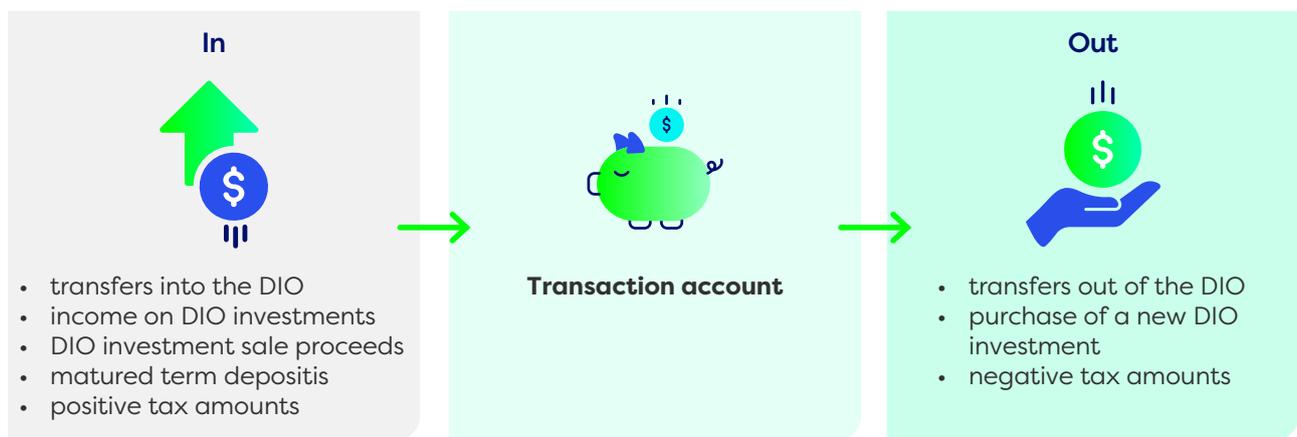
## Transaction account

All money you transfer into the DIO will initially go into your Transaction account. You can use your Transaction account to buy investments in the DIO.

When you sell an investment in the DIO, or a term deposit matures, the proceeds will go into your Transaction account. Investment earnings on your DIO investments will be paid into your Transaction account, unless you've chosen to use a dividend reinvestment plan (only available for certain listed investments).

Any transfers out of the DIO will be paid out of your Transaction account.

**You must keep at least \$500 in your Transaction account at all times.**



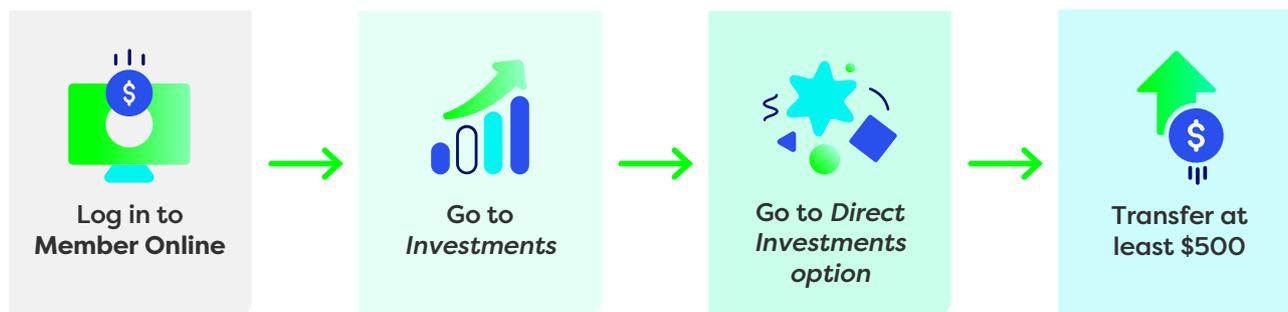
The Transaction Account is a deposit account provided by Bank of Queensland Limited ABN 32 009 656 740 (BOQ). The cash is deposited with ME Bank, a division of Bank of Queensland Limited.

## Interest on the Transaction account

The interest earned on your Transaction account will be calculated daily and paid into your Transaction account on a monthly basis in arrears, on or around the first business day of the next month.

You can find the latest interest rate in the DIO portal, which you can access through **Member Online**. The interest rate that applies to the Transaction account can vary, and there's no guarantee of a particular rate of interest being earned.

## Transfers into the DIO



### 1. Log in to Member Online

It's easy to set up your online access. Go to [caresuper.com.au/login](https://caresuper.com.au/login) and follow the prompts.

### 2. Go to the *Investments* section

If you meet the eligibility criteria, you'll see a section about the DIO.

You'll only see the DIO in **Member Online** if you're eligible to invest in the DIO. See page 5 for details.

### 3. Transfer at least \$500 into a Transaction account

You need to keep at least \$500 in your Transaction account at all times, and minimum investment amounts apply, so make sure you transfer enough to buy the investments you want.

The cut-off time to transfer funds into the DIO is 4pm AEST/AEDT on a business day. Requests received after the cut-off times or submitted online on a national public holiday or weekend will be processed effective the following business day.

Any amount you transfer into your Transaction account will be paid out of your other CareSuper investment options, based on your instruction for future transactions. If you don't have sufficient funds in your future transactions balance, the transfer will be processed proportionately across the investment options in your current account balance. You can change this instruction in **Member Online**.

You can start investing in the DIO portal when the funds are available in your Transaction account.

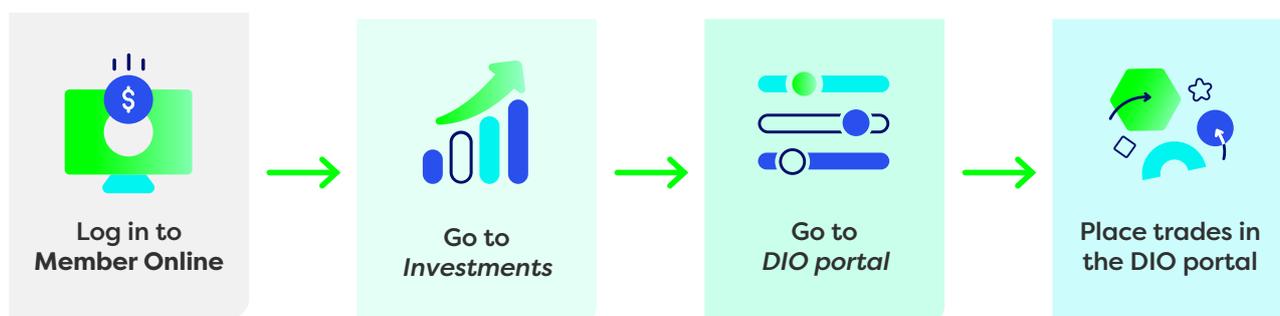
Amounts transferred into the DIO will be available in the DIO portal two business days after the transfer occurs (noting the cut-off time above). This means your funds won't be available to invest in term deposits or listed securities until at least two business days after you've submitted a request to transfer funds into the DIO.

## Transacting in the DIO

The DIO is only available by self-service in **Member Online**.

Our staff can answer general questions about the DIO, however they can't help you transact within the DIO over the phone, and paper forms aren't available.

Log into the DIO portal through **Member Online** to view and change your DIO investments.



### 1. Log in to Member Online

Go to [caresuper.com.au/login](https://caresuper.com.au/login) and follow the prompts.

### 2. Go to the *Investments* section

If you're invested in the DIO, you'll see it in the *Investments* menu.

You can access the DIO portal by clicking the *Go to DIO portal* button.

If you haven't invested in the DIO yet, you'll need to transfer money into the DIO first. See *How to invest in the DIO* on page 26 for details.

### 3. Buy or sell investments in the DIO portal

Once you're in the DIO portal, you'll be able to buy and sell listed securities, and invest in term deposits, if you have sufficient funds available in your Transaction account.

Remember that you need to keep at least \$500 in your Transaction account at all times. Your request may not be processed if you don't have sufficient funds.

Once you've logged into the DIO portal, go to the *Transact* tab.

Rules apply depending on the investments you choose. Go to the *Investments* section starting on page 14 for more information.

If you need help transacting in the DIO portal, a useful 'Help' feature is available which can provide you with the answers to many frequently asked questions.

## DIO transactions quick reference guide

Transaction	How often can you transact?	Cut-off time	When is it invested?	When will it appear in your account?	For more details, go to
<b>Transfer into the DIO</b> , from your other CareSuper options	Any business day	4pm AEST/AEDT on a business day	Second business day	Second business day	Page 8
<b>Transfer out of the DIO</b> , to your other CareSuper options	Any business day	4pm AEST/AEDT on a business day	Second business day	Second business day <sup>1</sup>	Page 11
<b>Apply for a term deposit</b>	Weekly	11.59pm AEST/AEDT on a Thursday	Friday	Friday	Page 17
<b>Market order – listed securities</b>	During ASX trading hours	ASX close	Immediately	Second business day	Page 19
<b>Limit order – listed securities</b>	Anytime	Anytime	During ASX trading hours when the condition is met	Second business day after execution	Page 19

<sup>1</sup>If you're transferring your entire DIO balance out of the DIO, you'll need to take into account time to sell down your DIO investments before your transfer out can be processed. The closure of your DIO account may be delayed by pending actions on your account including (but not limited to) transaction settlements, corporate actions, dividend reinvestment plans, dividend payments, interest payments, and cash transfers. See *Exiting the DIO* on page 12 for more details.

A 'business day' is any day that's not a Saturday, Sunday, national public holiday (including the King's Birthday for all states except QLD and WA), or any day that the Australian Securities Exchange (ASX) is closed.

## Withdrawals and account closures

Withdrawals and transfers out of your CareSuper account can only be made from your non-DIO investments (i.e. your investments in the CareSuper Pre-mixed and/or Asset class options).

You need to keep a minimum amount invested in CareSuper's other investment options at all times. Go to page 5 for more information.

If you don't have sufficient funds invested in CareSuper's other investment options, you'll need to transfer funds from the DIO to other CareSuper options. You may need to sell DIO investments to do this. Otherwise your request may be delayed or declined.

If you want to withdraw or transfer your entire account balance out of CareSuper, you'll need to exit the DIO first. See *Exiting the DIO* on page 12 for more details.

You can't in-specie transfer DIO investments held in your CareSuper account into your own name or to other super funds.

Please note that there are regulations about how and when you can access your super. Find out more at [caresuper.com.au/accessing-your-super](https://caresuper.com.au/accessing-your-super).

## Transfer DIO from super to Flexible Income

If you have a CareSuper super account, you may be able to transfer your existing DIO investments into a Flexible Income account. This way you don't need to sell your DIO investments and buy them again in your new Flexible Income account.

Please note that the DIO isn't available in Transition to Retirement (TTR) Income and Managed Income accounts. If you're opening a TTR Income or Managed Income account, you'll need to either exit the DIO before your funds can move into your new account, or you can retain your DIO investments in your CareSuper super account. Please see *Exiting the DIO* on page 12 for more details.

You can only transfer your DIO investments from super to Flexible Income if you're transferring your entire account balance. If you're transferring your entire CareSuper super account balance into a Flexible Income account, we'll automatically transfer your existing DIO investments into your Flexible Income account.

If you're only transferring part of your super account into a Flexible Income account, you'll need to either keep your existing DIO investments in your CareSuper super account or sell your DIO investments before your partial transfer can occur. Please note that minimum account balance rules apply to keeping your CareSuper super account open, contact us for more information.

Some important things to be aware of:

- You won't be able to transact on or monitor your DIO investments while the transfer is taking place. No earnings will apply to funds during the transfer process, and market movements may occur during this period. We'll let you know when the transfer is complete.
- Your new Flexible Income account won't start making income payments to you until the account is set up and all transfers are complete.
- You can't transfer your DIO investments from your CareSuper super account to a Flexible Income account while a corporate action is in progress or a transaction/event is pending.
- Any limit orders you have for listed securities must be cancelled before the transfer can occur.
- Any term deposit reinvestment instructions you have made in your CareSuper super account will be cancelled. You can resubmit or update these instructions once the transfer is complete.
- The *Terms and conditions for using the CareSuper DIO portal* will continue to apply to your investments after the transfer occurs.

Eligibility criteria apply to Flexible Income accounts. You should consider our *Retirement Income PDS* available at [caresuper.com.au/pds](https://caresuper.com.au/pds) when deciding whether to acquire this product.

See page 25 for more information about tax implications of transferring your DIO investments into a Flexible Income account.

## Transfers out of the DIO

Any transfers out of the DIO will be paid out of your Transaction account, to other CareSuper investment options in line with your instruction for future transactions. You can change your instruction for future transactions in **Member Online**.

The cut-off time to transfer funds out of the DIO is 4pm AEST/AEDT on a business day. Requests received after the cut-off times or submitted online on a national public holiday or weekend will be processed effective the following business day.

Amounts transferred out of the DIO will be invested in CareSuper's other (non-DIO) investment options two business days after the transfer occurs (noting the cut-off time above).

Please note that if you're transferring your entire DIO balance out of the DIO, you'll need to take into account time to sell down your DIO investments before your transfer out can be processed. The closure of your DIO account may be delayed by pending actions on your account including (but not limited to) transaction settlements, corporate actions, dividend reinvestment plans, dividend payments, interest payments, and cash transfers. See *Exiting the DIO* on page 12 for more details.

## Exiting the DIO

This may take a little while to process, so it's important to keep this in mind if you're thinking about leaving the DIO or if you need to access your super urgently. Corporate actions or trading restrictions outside the trustee's control can also delay payments or transfers from the DIO.

If you want to exit the DIO, you'll need to:

### 1. Sell your DIO investments

You must first sell down all investments you currently hold in the DIO.

You can do this in the DIO portal, which you can access via **Member Online**. We can't sell down your investments for you.

### 2. Wait until all funds are available in your Transaction account

Your Transaction account must have all cleared funds before you can transfer your funds out of the DIO in full.

If some assets sell down quicker than others, you can make partial transfers out of the DIO into CareSuper's other non-DIO investment options, subject to the minimum Transaction account balance. See page 5 for more details.

If you hold any investments that are delisted or suspended, you must forfeit your entitlement to them before we can close your DIO account.

You must wait until all term deposits have matured, and principal and interest has been credited to your Transaction account. Or you can break term deposits early, see page 18 for more details.

We'll continue to deduct the DIO administration fee until you no longer hold any investments in the DIO and your Transaction account balance is zero.

### 3. Transfer your entire Transaction account balance out of the DIO

Once all your funds are available in your Transaction account, you can transfer your entire Transaction account balance out of the DIO in the DIO portal.

Funds will transfer into your other non-DIO investment options in line with your future transaction nomination. You can change this instruction in **Member Online**.

The cut-off time to transfer funds out of the DIO is 4pm AEST/AEDT on a business day. Requests received after the cut-off times or submitted online on a national public holiday or weekend will be processed effective the following business day.

Please note that if you close your DIO account, we have the right to deduct any amounts owing from your other CareSuper investment options.

If you have a super account with us, there may be tax impacts of exiting the DIO. Go to the *Exiting the DIO* section on page 25 for more information.



## CareSuper transactions

The DIO is only available by self-service in **Member Online**. Our staff can't help you transact within the DIO over the phone, and paper forms aren't available.

However, there are some limited circumstances where we may transact your DIO investments without your consent. These include but are not limited to:

- if you don't have sufficient funds invested in other CareSuper investment options to satisfy the minimum balance requirements. See page 5 for more information
- if your Transaction account has less than \$500
- if you have a Flexible Income account and you have insufficient funds in your other investment options to pay your income payments
- if you have insufficient funds in your other investment options to pay fees and costs applicable to your CareSuper account
- if we've been instructed to make a payment from your account by the Australian Taxation Office or under a court order
- in the event of your death

- where we have terminated your access to the DIO portal in accordance with the *Terms and conditions for using the CareSuper DIO portal* available at [caresuper.com.au/dio-terms](https://caresuper.com.au/dio-terms)
- if we decide to no longer offer the DIO

If we're required to sell down your investments in the DIO on your behalf, the timing and order of how the investments will be sold will be completed at our discretion. We'll generally apply the following order:

1. from available funds in your Transaction account (subject to maintaining the \$500 minimum balance)
2. from listed securities, starting with the security with the highest market value in your portfolio
3. through the early redemption of any term deposits. Please note this may result in a reduction of the interest on your deposit. Go to page 18 for more information

We will not be held responsible for any losses and/or costs that arise as a result of the sales including direct, indirect and/or transaction costs.

# Investments

## How to choose what's right for you

No two CareSuper members are the same. That's why we offer a range of investment options.

This variety lets you mix and match your investments to suit your goals.



### Low involvement

#### Pre-mixed options

Our Pre-mixed options are ready-made, diversified portfolios set up by our investment experts.

Our Pre-mixed options are:

- Balanced
- Growth
- Alternative Growth
- Sustainable Balanced
- Conservative Balanced
- Capital Stable

### Medium involvement

#### Asset class options

Our Asset class options provide exposure to a specific sector (and sometimes a small allocation to cash).

These options are diversified across the asset class they specialise in, however they aren't as diversified as the Pre-mixed options.

Our Asset class options are:

- Overseas Shares
- Australian Shares
- Property
- Fixed Interest
- Cash

### High involvement

#### Direct Investment options (DIO)

Our DIO is designed for members who want to play an active role in managing their super. It's not suitable for everyone, and extra fees apply to this option.

The DIO provides access to a range of:

- shares in the S&P/ASX 300 Index
- exchange traded funds
- listed investment companies
- term deposits



#### More information

To find out more about our other CareSuper investment options, go to [caresuper.com.au/investments](https://caresuper.com.au/investments).

You should also read the important information about investing in the relevant PDS, available at [caresuper.com.au/pds](https://caresuper.com.au/pds).

Here are some factors to consider when working out what may be right for you:

**How hands on do you want to be**

The DIO offers more choice and control than the Pre-mixed and Asset class options, but it may require more effort from you to manage your investments.

You'll be responsible for managing your investments. You'll need to have a reasonable understanding of investing and how markets work.

**How long you'll be invested**

As a general rule, the longer your super is invested, the more investment risk you may be able to accept as there's generally more time to recover after a downturn.

A suggested minimum investment timeframe for the DIO investments is provided on page 16.

**How you feel about the risk/return trade off**

All investments carry a level of risk.

Listed investments are likely to experience volatility in the short term. How you react to market volatility can make a big difference to your retirement savings over the long-term.

Making investment decisions in response to your emotions, or trading too frequently, can adversely affect your performance outcomes.

**How much money you've invested in super and elsewhere**

How much risk you're comfortable with and the returns you're targeting will be influenced by different factors that are unique to you.

For example, how much you have in super, any investments you hold outside super and your overall financial position.

Please note that DIO investments can't be used to pay for transactions like fees, withdrawals and/or income payments from your CareSuper account.

**What it costs to invest with us**

The total fees and costs you pay to invest depend on the investment option(s) you're invested in.

Extra fees apply to the DIO. Go to page 23 for more details.



## Investments available in the DIO

	Transaction account	Term deposits	S&P/ASX 300 shares, ETFs and LICs
<b>What investments are available</b>	Cash	Go to <a href="https://caresuper.com.au/dio">caresuper.com.au/dio</a> for the latest list term deposits	S&P/ASX 300 shares. Go to <a href="https://caresuper.com.au/dio">caresuper.com.au/dio</a> for the latest list of ETFs and LICs.
<b>Which asset class(es) does this provide exposure to?</b>	Cash	Cash (including term deposits)	This varies depending on the investments you choose. ETFs and LICs are listed on the ASX but may have exposure to foreign-listed securities, property, fixed interest securities and commodities. They may also hold short positions in securities. To find out more, please read the PDS or other disclosure document available from the website of the ETF or LIC issuer.
<b>Minimum investment time frame</b>	Very short term (1 year or less)	Very short term (1 year or less)	Very long term (7-10 years)
<b>Likelihood of a negative annual return<sup>2</sup></b>	Nil in every 20 years	Nil in every 20 years	5.8 in every 20 years
<b>Risk level<sup>2</sup></b>	Very low risk	Very low risk	High risk
<b>How often can you transact?</b>	Daily	Weekly	Trading will only occur during ASX trading hours, but you can place limit orders at any time.
<b>Minimum investment</b>	Minimum balance of \$500	\$5,000	Minimum buy order of \$500
<b>Maximum investment</b>	Not applicable	Lesser of \$5 million or a maximum value set by the term deposit provider	Maximum buy order of \$250,000
<b>Other important rules</b>		Your interest may be reduced if you terminate your term deposit early. See page 18 for more details.	<ul style="list-style-type: none"> <li>You can't invest more than 85% of your total account balance<sup>3</sup> in listed securities.</li> <li>You can't invest more than 20% of your total account balance<sup>3</sup> in a single listed security.</li> <li>You can't buy and sell the same shares on the same day.</li> </ul>
<b>Where to find out more about this option</b>	Page 7	Page 17	Page 19

<sup>2</sup>The likelihood of a negative annual return and the risk level is based on the Standard Risk Measure for the relevant asset class. Please note that the risk may be higher for portfolios that are highly concentrated or lack diversification. Refer to the relevant PDS at [caresuper.com.au/pds](https://caresuper.com.au/pds) for more details about investment risk. | <sup>3</sup>Your 'total account balance' includes your DIO and non-DIO investments

We may change the investments available in the DIO at any time without notice.

Please note that the inclusion of a share, ETF, LIC or term deposit as an available investment within the DIO is not an endorsement or recommendation by CareSuper as to the quality or suitability of that investment.

Investment option returns aren't guaranteed, and the value of investments might rise or fall. Past performance isn't a reliable indicator of future performance.

## Term deposits

Term deposits are investments with an interest rate that's fixed for a nominated term.

The DIO offers a range of term deposits for a variety of different terms.

### Minimum and maximum rules

The minimum you can invest in a single term deposit is generally \$5,000, however it may be higher depending on the provider.

The maximum you can invest in a term deposit is the lesser of \$5 million or an amount determined by the term deposit provider.

The minimum and maximum amounts you can invest in a term deposit with each provider is available in the DIO portal which you can access through **Member Online**, but please note these may be subject to change.

### Interest rates on term deposits

The interest earned on term deposits will be fixed for the term of the investment. It's calculated based on the total number of days you're invested in the term deposit.

In ordinary circumstances, the interest rate applicable will be the term deposit provider's advertised rate on the day the term deposit closes to applications. The latest advertised rates are available in the DIO portal, which you can access through **Member Online**. You should refer to the actual rates on the DIO portal before making any decision to invest.

Any interest you earn from a term deposit will be reported through the DIO portal when it's paid into your Transaction account. We won't report on any accrued interest before a term deposit matures.

If you need to break your term deposit before the agreed maturity date, the interest you receive may be reduced. See *Breaking a term deposit early* on page 18 for more details.

Please note that the term deposit rates published on both the CareSuper website and in the DIO portal are gross, and tax may apply to your interest earnings. Go to page 24 for more details.

## How to invest in term deposits

You can purchase term deposits in the DIO portal, which you can access through **Member Online**.

Remember that you need to keep at least \$500 in your Transaction account at all times. You won't be able to submit a request if you don't have sufficient funds.

You can apply for a new term deposit any time, however term deposit requests are processed once a week on Fridays.

Valid term deposit applications received from 12.01am Friday until 11.59pm AEST/AEDT on a Thursday receive the same rate and will be invested on the following Friday, or the next available business day if the Friday is not a business day. Requests received after the 11:59pm Thursday cut off will be processed the Friday a week later (or next business day if the Friday is not a business day).

You can cancel your request at any time before 11.59pm AEST/AEDT on Thursday. After this time your request can't be cancelled.

The funds will be deducted from your Transaction account on the day the application is made to the term deposit provider.

The amount you originally invest in a term deposit is known as the 'principal'.

### Example

Amy applies for a new term deposit on Monday. It will be invested that Friday.

While the money is waiting to be invested, it will remain in Amy's Transaction account and will continue to earn interest at the prevailing Transaction account rate. Amy won't be able to withdraw these funds or use them to make another investment during this time.

The interest rate applicable to Amy's new term deposit will be based on the rate available on the day Amy's application was submitted (Monday).

## What happens when your term deposit matures

Provided your email details are up to date, you'll receive a notification email prior to your term deposit maturing.

You'll also be able to see this notification in the DIO portal which you can access through **Member Online**.

You can choose to either:

- reinvest some or all of your money into another term deposit or
- have the full amount (principal plus interest) paid into your Transaction account

If you don't tell us, we'll pay the full amount into your Transaction account.

## Rolling over your term deposit

When your term deposit matures, you can choose to roll over your term deposit. This means you reinvest some or all of the money into a new term deposit. This will be for the same term as your existing term deposit.

You can choose to reinvest either:

- **the principal amount only** - the interest will be paid to your Transaction account

### OR

- **the principal amount plus interest** - any interest earned on the maturing term deposit will be reinvested into your new term deposit

If you'd like to invest a different amount or for a different term, you can't roll over your term deposit.

The applicable interest rate for the new term deposit will be the prevailing rate at the time the rollover request is processed. In other words, if you roll over a term deposit, the original interest rate won't be maintained.

Rollover elections must be made or cancelled before 1pm AEST/AEDT on a business day, at least two business days before your existing term deposit matures.

The proceeds from the maturing term deposit will be deposited into your Transaction account before being invested in the new term deposit. The proceeds will remain in your Transaction account until the next term deposit starts.

If you have a super account with us, you'll need to make sure you have enough in your Transaction account to cover 15% tax that will be deducted on interest you've earned. If you don't have enough funds in your Transaction account, your request to roll over into another term deposit won't proceed.

Any requests to roll over a term deposit will be subject to meeting any minimum investment criteria that may have changed since the maturing term deposit was purchased.

## Breaking a term deposit early

If you need to break a term deposit before the agreed maturity date, you'll need to send us a written request.

If your request is approved, the interest you receive will be reduced as follows:

How long the term deposit has been invested	Reduction in interest
Less than 50% of the original term	50%
50% or more of the original term	20%

The interest may not be reduced if you're terminating your term deposit early for one of the following reasons:

- permanent incapacity
- terminal medical condition
- severe financial hardship
- compassionate grounds
- you're required to make a super payment under Family Law

Conditions will apply. Contact us for more information.

There will be no interest reduction if we need to break a term deposit to make payments to your beneficiaries in the event of your death.

## Listed securities

The DIO gives you access to shares listed in the S&P/ASX 300 Index as well as selected ETFs and LICs.

You can only invest in listed securities that are available in the DIO portal. We reserve the right to add or remove listed securities at any time.

## S&P/ASX 300 shares

The S&P/ASX 300 Index is designed to provide investors with broader exposure to the Australian equity market. The index measures up to 300 of Australia's largest securities by float-adjusted market capitalisation. The S&P/ASX 300 Index covers the large-cap, mid-cap, and small-cap components of the S&P/ASX Index Series.

Listed securities that have reduced in market capitalisation and are no longer in the S&P/ASX 300 Index will not be available for investment.

Where a listed security falls out of the S&P/ASX 300 Index but continues to be listed on the ASX, you may continue to hold that security (and receive dividends and act on relevant corporate actions), but you may not purchase more of it. You can sell a security that has fallen outside the S&P/ASX 300 Index as long as it is still listed on the ASX, subject to an available market and orderly market considerations.

## ETFs and LICs

Exchange traded funds (ETFs) are funds that invest in a number of securities. They usually attempt to reflect the performance of a particular index or benchmark by investing in a range of securities that make up that index or benchmark. The index or benchmark may be Australian shares, overseas shares, fixed interest or a commodity, for example.

Listed investment companies (LICs) are traded on a stock exchange, like shares and ETFs. They generally invest in shares of companies that are also listed on the stock exchange. LICs are closed-ended vehicles, similar to managed funds. Their structure allows investment managers to select investments (usually a portfolio of listed companies) without having to factor in money coming into or leaving the fund. This stability helps the investment managers take a long-term approach to investing.

Some of the ETFs and LICs available through the DIO have foreign currency exposures. ETFs and LICs are listed on the ASX but may have exposure to foreign-listed securities, fixed interest securities and commodities. They may also hold short positions in securities. This may increase the risks associated with your investments.

Where an ETF or LIC is no longer available through the DIO, you may continue to hold that ETF or LIC (and receive distribution payments), but you may not purchase more of it. You can sell an ETF or LIC that is no longer available through the DIO, subject to an available market and orderly market considerations.

Before investing in an ETF or LIC, you should obtain and consider the PDS or other disclosure documents available from the website of the ETF or LIC issuer.

## Trading listed securities

All transactions must be completed in the DIO portal which you can access through **Member Online**.

A minimum trade value of \$500 applies to listed securities, although if the value of a listed investment you hold falls below \$500 you're allowed to sell the investment. In this situation, you must sell your entire holding in a single transaction.

We also enforce a few rules in the DIO to reduce your level of investment risk. These include:

- You can't invest more than 85% of your total account balance in listed securities.
- You can't invest more than 20% of your total account balance in a single listed security.

Your 'total account balance' includes your DIO and non-DIO investments.

You can submit an order to buy or sell a specific number of listed securities as either a market order or limit order.

- **Market orders** are ordinarily executed on market immediately at the current market price. They can only be submitted during ASX trading hours (between 10am and 4pm AEST/AEDT). The buy or sell price of the stock will be that which is confirmed by the relevant Exchange.
- **Limit orders** are requests to buy or sell securities at a specific price (or better). This means that buy orders can only be executed if the market price is at or lower than the specified limit price, and sell orders can only be executed at the limit price or higher. Limit orders can be submitted at any time, but they will only be executed by our broker if the conditions are met during ASX trading hours. Unexecuted limit orders will remain on the market for up to 30 days.

Your available cash and brokerage fees are displayed before you submit your order.

The DIO portal will automatically check that you have sufficient available funds in your Transaction account to satisfy any purchase requests, and confirm your trade is within the allowable limits, before the order is validated by us and passed on to our broker for execution. We reserve the right to reject any order, and execution of orders is subject to a best execution policy.

Once you've submitted a trade request, we'll set aside funds in your Transaction account to ensure the trade can be settled and fees and charges paid. These funds will remain quarantined until the order has been settled or cancelled.

Transactions will generally settle on the second business date after it's been executed.

Transaction	When can you transact?	Cut-off time	When is it invested?	When will it appear in your account?
<b>Market order</b>	During ASX trading hours	ASX close	Immediately	Second business day
<b>Limit order</b>	Anytime	Anytime	During ASX trading hours when the condition is met	Second business day after execution

### Partially filled orders

If an order is only partially filled, the remainder will continue to be executed at the specified limit price. FNZ will use its best endeavours to complete partially filled orders, subject to orderly market considerations.

You'll be liable to pay brokerage for and settle the filled portion of the order, whether your order has been filled in whole or in part.

If your order requires multiple transactions to fill, brokerage will apply to each transaction. For example, if your order is filled in three separate transactions, you'll pay brokerage on each of the three transactions. Brokerage fees are outlined on page 23.

You can amend or cancel the remainder of the order in the *Order history* section of the *Invest* page in the DIO portal.

### Other rules that apply to listed securities

- You can't buy and sell the same listed security on the same day.
- Trading in listed securities is subject to the rules and regulations of the Australian Securities Exchange (ASX) and the Australian Securities and Investments Commission (ASIC).
- If your registration for the DIO portal is revoked, you won't be permitted to buy any more listed securities in your account, and all instructions you have previously given relating to dividend reinvestment plans or otherwise are automatically revoked. You will not be permitted to give any further instructions or participate in any elective corporate actions in relation to any of your listed securities other than to instruct us to sell them.

### Delays and cancellation of orders

In certain circumstances, a trade that you've requested may be delayed or unable to be placed at all. If this occurs, we'll act in accordance with specific ASX rules and regulations that may not allow your trade request to be placed, either in part or in full.

Your orders may not be completed, or they may be purged from the market in certain circumstances, subject to the rules and regulations of the ASX. This could happen if:

- ASX rules and regulations prevent the order from being completed
- there is no market for that security
- there has been a suspension or other trading halt on that security
- a security is quoted 'Ex' (as defined by the ASX) for the purpose of determining an entitlement to shares, an offer to shareholders, a dividend or distribution payment or for any other reason
- the trade has been executed in error by the broker
- the basis for a security's quotation on the ASX changes
- the security has been removed from official quotation on the ASX
- the trade is likely to result in a breach of the law or ASX rules and regulations
- the order expires (if it has not been executed or cancelled within 30 business days of your request being processed)
- a trading restriction is imposed on FNZ or
- there has been a disruption in the operation of the ASX

We will not be responsible for any delay in processing orders or any other instructions relating to listed securities in your account.

## Suspensions and restrictions

The ASX may suspend trading on any listed security, at any time. Suspended securities can't be bought or sold.

In the case of intraday suspensions of any listed security, instructions will be implemented when trading resumes, subject to trading resuming before the order expires. Instructions will automatically lapse if trade resumes after the order has expired.

We may place restrictions on the purchase and/or sale of listed securities for a period of time. The trustee will generally only exercise this discretion in limited circumstances.

In the case of a restriction on a security, you can continue to hold existing investments that you previously purchased before the restriction was put in place. Please contact us if you own a security with a restriction placed on it and want to exit the DIO.

## Dividends and distributions

You may be paid dividends or distributions if you invested in listed securities prior to the ex-dividend date, as determined by the relevant registry.

Dividend or distribution payments will generally be paid into your Transaction account within a few business days of the payment date, which is the date on which a dividend or distribution is paid.

## Dividend reinvestment plan

You can choose to participate in a dividend reinvestment plan if the dividend reinvestment plan is available for that security. This means that you can choose to automatically reinvest any dividends you may be eligible for into additional shares or units, instead of the dividends being paid into your Transaction account.

Please note that you may receive residual payments into your Transaction account, as dividend reinvestment plan entitlements can only be issued as whole shares or units. CareSuper will coordinate dividend reinvestment plans on behalf of all invested members, and there may be situations where your holding is rounded down and allocated to members on a pro-rata basis. If this occurs, residual amounts and any associated franking credits will be paid into your Transaction account as cash.

Amounts reinvested through a dividend reinvestment plan won't be subject to brokerage fees.

If you have a super account with us and choose to participate in dividend reinvestment plans, you'll need to make sure you have enough in your Transaction account to cover the 15% tax that will be deducted on dividends you've earned. This is important for unfranked dividends as they do not have a franking credit attached that can fund the tax.

## Corporate actions

A corporate action is an activity or event that changes a listed company's securities and can have an impact on shareholders. Examples of corporate actions include share buybacks, rights issues, entitlement offers and capital reconstructions.

Corporate actions may be:

- **Elective** – these are voluntary, and you may be able to choose to participate. You'll only be able to participate in certain types of corporate actions, as approved by CareSuper.
- **Mandatory** – these will generally occur without you needing to make any election. You'll automatically participate in these corporate actions.

When you can participate in an elective corporate action, we'll notify you by email and through the DIO portal. You'll need to make any elections in the DIO portal before the cut-off date in these communications. Please note that the cut-off date may be different to dates shown on other investment platforms.

Provision of the corporate action election is not a recommendation for participation. The corporate action offer documentation is general information and does not take account of your personal circumstances.

Before making an election, you need to:

- Read the offer documents relating to the corporate action.
- Where applicable, ensure you have enough available funds in your Transaction account to carry out your instructions. If you don't have enough money in your Transaction account to carry out your election, no further action will be taken, and you won't be able to participate in the offer.

When you're deciding whether to take part in a corporate action, you should consider any tax consequences, your personal circumstances and future obligations that may arise as a result of the corporate action.

If you don't make an election, the corporate action's nominated default option (as defined under the terms of the corporate action) will apply to you. This may be to take no action and could result in a forfeiture or loss of securities, entitlements or consideration due.

Listed investments in the DIO are held in custody on behalf of the CareSuper trustee. As such, our custodian submits a single application to the relevant company or registry, on behalf of all of our participating members invested in the DIO.

There may be instances when certain corporate actions result in an entitlement at the fund level that does not match the entitlement that you may expect if the investments were held in your own name. This could occur for instance when corporate actions are scaled back due to high levels of investor demand.

If, as a result of a corporate action, you are entitled to a fraction of a security, we'll round that fraction down to the nearest whole number. This approach may differ from the rounding treatment that you may expect from the corporate action if the investment was held in your own name. In most instances, any fractional entitlements you're entitled to will be paid into your Transaction account in lieu of the rounded fraction (net of tax and costs).

A corporate action resulting in the overseas takeover of an Australian domiciled listed security will be processed as a mandatory takeover and sold on the relevant exchange. The proceeds (minus Brokerage fees) will be converted to Australian dollars based upon the relevant foreign exchange rate at the point of settlement and credited to your Transaction account.

If we receive a non-standard entitlement (such as an option or any other derivative) as a result of a corporate action, then we can dispose of that entitlement at our discretion, with any proceeds to be paid into your Transaction account.

If a corporate action results in you holding securities that are outside the S&P/ASX 300 Index but still listed on the ASX, you may continue to hold that security (and receive dividends and act on relevant corporate actions) as long as it is listed on the ASX, but you may not purchase more of it.

If a corporate action would result in you holding securities that are not listed on the ASX (for example, an overseas exchange), you will be required to sell them, or they will be sold on your behalf. DIO members are not permitted to hold securities that are not listed on the ASX.

### Share purchase plans

A share purchase plan is a way for listed companies to raise money from existing shareholders. It is an offer for existing shareholders to purchase extra shares.

You may be able to participate in a share purchase plan if one is offered in relation to a listed security in your account.

Share purchase plan applications made on your behalf by the custodian are subject to conditions set out in ASIC Corporations (Share and Interest Purchase Plans) Instrument 2019/547. A monetary limit of \$30,000 applies for each individual investor. This means that no shares or interests are to be issued with an application price totalling more than \$30,000 in any consecutive 12-month period.

This limit is enforced by the issuer of the share purchase plan, and will apply to any applications you make using your holdings in the DIO, as well as any applications made using holdings outside of CareSuper.

The custodian is required to provide your name and residential address to the relevant registry when the application is made on your behalf.

The terms of an share purchase plan may be altered without notice and the share purchase plan may be withdrawn or closed earlier than expected. Applications are not guaranteed to be successful and may be scaled back or rejected.

### Proxy voting

The DIO does not facilitate voting on behalf of members. CareSuper will exercise the votes in accordance with its *Voting policy*.

### Learning more about investing

Your super is important, and you'll want to be confident of the choices you're making.

We recommend seeking professional advice before choosing securities or changing your investments.

It's also a good idea to learn about trading on the stock market before you start.

If you need more information about the stock market, you can:

- access a wealth of information, including free online classes, on the ASX website [asx.com.au](http://asx.com.au)
- read financial journals and the financial pages of newspapers
- download the annual reports from the websites of companies in which you'd like to invest

You can learn about ETFs and LICs online from the websites of companies who offer the ETFs and LICs made available through the DIO.

# Fees and costs

Extra fees apply to the DIO.

## DIO administration fee

A DIO administration fee of \$264 each year is deducted from your account.

This is calculated daily and deducted at the end of each month from your account, or when your CareSuper account is closed.

This fee is in addition to the administration fees you pay on your CareSuper account and will be deducted in accordance with your instruction for future transactions.

## Brokerage fees for listed securities

Brokerage fees apply when trading in listed securities available via the DIO.

The following brokerage fees are either added to the cost of purchase, or deducted from the sale proceeds of each transaction, paid at the time of trade.

Trade amount	Brokerage fee incl GST less RITC <sup>4</sup>
\$0 - \$13,000	\$11.99
\$13,001 +	0.09225%

<sup>4</sup>Reduced Input Tax Credit (RITC) is the amount of the GST that we can claim a credit for.

We will claim a Reduced Input Tax Credit (RITC) of 75% on the GST component of any brokerage fees charged. This will be paid into your Transaction account at the time of the transaction.

### Example

If brokerage was \$100, GST would be \$10 (i.e. the total brokerage cost including GST would be \$110). We can claim \$7.50 RITC.

You'll see \$110 as the brokerage expense on the trade, but the RITC of \$7.50 will be paid into your Transaction account. This effectively reduces the total brokerage cost to \$102.50 inclusive of GST and net of RITC.

## Fees and costs for ETFs and LICs

Fees and costs may apply to the ETFs and LICs offered in the DIO. They are charged or incurred by the ETF or LIC issuer as an annual percentage for managing investments.

When you choose an ETF or LIC via the DIO, you should consider any costs that will be charged by ETF or LIC issuers, as these are in addition to the fees and costs shown in this document.

The costs for ETFs and LICs range from an estimated 0.03% to 2.00% per year, based on the experience for the financial year ending 30 June 2024, and may change from time to time because of changes in the ETF or LIC issuer's fees from year to year.

To find out more, check the relevant PDS or other disclosure documents available from the website of each ETF or LIC issuer.

## Breaking a term deposit prior to maturity

If you hold a term deposit in the DIO and you request to break it before it matures, the interest you receive will be reduced except in limited circumstances. For more details, read *Breaking a term deposit early* on page 18.

For more details about fees that apply to CareSuper products, please read the *Fees and costs guide* for CareSuper super accounts, or the *Retirement Income PDS* for Flexible Income accounts. These are available at [caresuper.com.au/pds](https://caresuper.com.au/pds).

# Tax and the DIO

This section provides a brief summary of the tax implications applicable to super. Tax on super can be very complicated. We strongly recommend you confirm your individual tax situation with your tax adviser.

The tax information disclosed on the DIO portal is for your information only. It's not relevant in determining your personal tax liability and should not be relied on.

Amounts disclosed in the tax reports may be estimates, and may be subject to change based on the availability of final information and tax adjustment processes.

As all investments in the DIO are made via CareSuper, you benefit from the concessional tax treatment applicable to super investments.

The tax treatment varies depending on whether you hold a CareSuper super account or a Flexible Income account.

Both types of accounts will receive the benefit of franking credits as detailed on page 25.

## Flexible Income accounts

If you have a Flexible Income account, investment earnings are tax free.

This means you won't incur a tax liability on earnings, interest or any other income, and capital gains or losses, and any foreign tax offsets won't apply.

## CareSuper super accounts

Super funds pay tax on the income and capital gains they receive from investments.

We've explained how tax applies to CareSuper super accounts invested in the DIO below.

## Tax on investment income

Your DIO investments may pay you income in the form of interest, dividends or distributions. Tax will apply to any income you earn from your DIO investments.

Tax of 15% is deducted from your Transaction account at the time an income event occurs, as follows:

- **Transaction account:** tax will be deducted from your Transaction account at the time the interest is paid into your Transaction account.
- **Term deposits:** tax on interest received from a term deposit will be deducted from your Transaction account after the term deposit matures, or earlier if your term deposit is broken prior to maturity.

- **Shares and LICs (excluding trusts):** tax is payable on dividends received. It's deducted from the Transaction account after the dividend is deposited into your Transaction account. If you participate in a dividend reinvestment plan, for tax purposes, we treat the transaction as though you had received the dividend payment in cash and then used it to buy more shares. Tax will be deducted from your Transaction account when reinvested shares are allotted to your DIO account.
- **Trusts (including ETFs):** tax is payable on trust distributions on a present entitlement basis. Tax will be withheld upon receipt of the distribution. Where trust components are received, tax will be applied to the taxable components. Where no components are provided, 15% tax will be applied to the total distribution received. When final distribution trust components are received they will be applied to the distribution as part of the annual tax true up (see page 25). This may result in adjustments to the cost base of the investment and/or an adjustment being made to your Transaction account.

## Capital gains tax (CGT)

Capital gains (and losses) can apply to investments such as shares, ETFs and LICs where the amount invested can change in value.

If you sell an investment at a higher price than you paid to buy it, you may need to pay tax on the difference, known as a 'capital gain'.

When you sell your DIO assets, tax parcels will be selected in accordance with a loss maximisation algorithm. All realised CGT is determined at the time of sale according to CGT rules.

The amount of CGT you need to pay will depend on how long you've held the asset. CGT discounts will apply if you held the asset for more than 12 months, effectively reducing the CGT on the capital gain from 15% to 10%.

Where an investment is sold and the sale has produced a loss (i.e. a realised capital loss), this loss will be carried forward and used to offset any future gains. If you exit the DIO or the CareSuper fund, any unused losses will be subject to a credit calculated as 10% of the loss. This amount will be credited to your Transaction account prior to exiting DIO. CareSuper reserves the right to vary this if the current CGT rules change.

A provision for CGT will be reserved in your Transaction account when you sell the investment that gave rise to the capital gain. A cash deduction (or refund but not in the first quarter of the financial year) from Transaction account for CGT will be made at the end of each quarter. This will take into account any CGT

paid in the previous quarters, and recalculates the financial year to date CGT asset or liability. This will be deducted from (or credited to) your Transaction account within seven days of the end of the quarter.

You'll see an estimated amount of unrealised CGT in the DIO portal. This is an estimate of the CGT you'd need to pay on your investments if you were to sell them all at the date of the valuation.

CGT only applies when you sell investments, unless you transfer the investments into a Flexible Income account first (eligibility criteria apply). See opposite for more details.

## Annual tax true up

An annual tax true up is performed effective 31 December for the prior tax year. The true up involves a final calculation of a member's tax liability. This essentially rolls up and re-calculates across all activity for the year including income, CGT events and will include tax components which may adjust cost bases and assessable income amounts from disposals and corporate actions posted previously. The annual tax true up is generally applied within seven days of 31 December.

## Exiting the DIO

If you exit the DIO, a final tax calculation will be completed and adjusted on your account as part of the process to close your DIO account.

If you have a super account with us, we apply certain tax amounts to your DIO account throughout the year like franking credits, and deduct tax for income events.

As part of the exit process, you will sell down all holdings and this will crystallise capital gains or losses and calculate a final CGT asset or liability. The finalisation process will debit or credit the CGT applicable to your account. This process completes all tax calculations for you and is the only time that you will receive cash in relation to a net loss position.

If you're withdrawing your super from a CareSuper super account and you haven't yet had the annual tax true up applied to your account, you have two options:

### 1. Withdraw your funds and forgo any tax benefits

You can choose to withdraw your funds from CareSuper without considering any annual true up benefits. If you select this option, you'll receive the amount contained in your benefit quote which won't include any annual tax true up benefits for the DIO (essentially distribution components from trusts). You'll forgo any tax benefits or obligations associated with the DIO which have not been applied to your account.

### 2. Keep your CareSuper account open until the tax true up has been processed

If you'd like to wait until your end of financial year tax true up has been processed, you'll need to keep at least \$6,000 in your CareSuper account to keep it open.

Any tax benefits or obligations will be either credited to or deducted from this account.

If you choose this option, you'll continue to pay fees on your CareSuper account while it remains open.

## Transferring super to Flexible Income

If you have a CareSuper super account, you may be able to transfer your existing DIO investments into a Flexible Income account. Eligibility criteria apply. Go to page 11 for more information.

Transferring your investments means that you don't need to sell your DIO investments and buy them again in your new Flexible Income account. Transferring your listed securities does not trigger a CGT event.

If you transfer your DIO investments from a CareSuper Super account to a Flexible Income account, any unrealised CGT provided for will be reduced to \$0 once the DIO assets move to the Flexible Income account. You won't be able to use any capital losses from your super account to offset future realised capital gains.

Tax is payable on accrued interest on your Transaction account and for any term deposits held up to the date of the transfer. This will be deducted from your Transaction account prior to the transfer.

## Franking credits

Shares can provide tax benefits to shareholders in the form of franking credits.

When a company pays dividends to its shareholders, it may attach franking credits based on the amount of tax it has already paid on its profits. The tax payable on dividends received are adjusted for any franking credits attached to them.

Your investment in listed securities will be eligible for any franking credits, provided your investment in the listed company or trust has been held for at least 45 days (excluding the days of acquisition and disposal) including the date the share goes ex-dividend or such longer period as may apply in respect of a particular security.

If you have received a franked dividend, but investment in the shareholding has not lasted 45 days (or such longer period as required in respect of a particular security), and you dispose of that stock before the expiration of 45 days, the franking credit entitlement will be reversed from your Transaction account.

# Getting started with the DIO

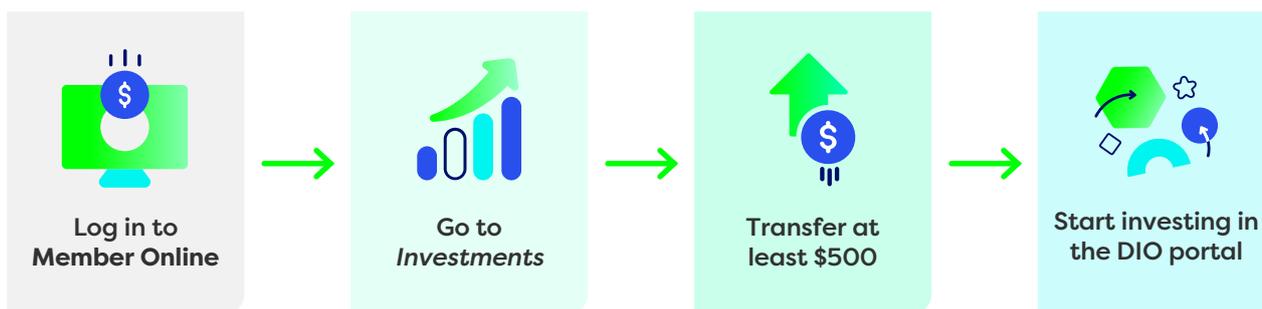
## Eligibility checklist

You must have:

- a minimum of \$20,000 in your account
- a CareSuper super account or a Flexible Income account
- access to **Member Online**
- a valid email address recorded on your account

Go to page 5 for more information about Who can invest in the DIO.

You'll need to read and accept the *Terms and conditions for using the CareSuper DIO portal* in order to access the DIO portal. These are available at [caresuper.com.au/dio-terms](https://caresuper.com.au/dio-terms).



## How to invest in the DIO

### 1. Log in to Member Online

It's easy to set up your online access. Go to [caresuper.com.au/login](https://caresuper.com.au/login) and follow the prompts.

### 2. Go to the *Investments* section

If you meet the eligibility criteria, you'll see a section about the DIO.

You'll only see the DIO in **Member Online** if you're eligible to invest in the DIO.

### 3. Transfer at least \$500 into a Transaction account

You need to keep at least \$500 in your Transaction account at all times, and minimum investment amounts apply, so make sure you transfer enough to buy the investments you want.

### 4. Start investing in the DIO portal when the funds are in your Transaction account

Log into the DIO portal through **Member Online** to view and change your DIO investments.

The cut-off time to transfer funds into the DIO is 4pm AEST/AEDT on a business day.

Requests received after the cut-off times or submitted online on a national public holiday or weekend will be processed effective the following business day.

Any amount you transfer into your Transaction account will be paid out of your other CareSuper investment options, based on your instruction for future transactions. If you don't have sufficient funds in your future transactions balance, the transfer will be processed proportionately across the investment options in your current account balance. You can change this instruction in **Member Online**.

Amounts transferred into the DIO will be available in the DIO portal two business days after the transfer occurs (noting the cut-off time opposite). This means your funds won't be available to invest in term deposits or listed securities until at least two business days after you've submitted a request to transfer funds into the DIO.

# Access the DIO portal on the CareSuper app

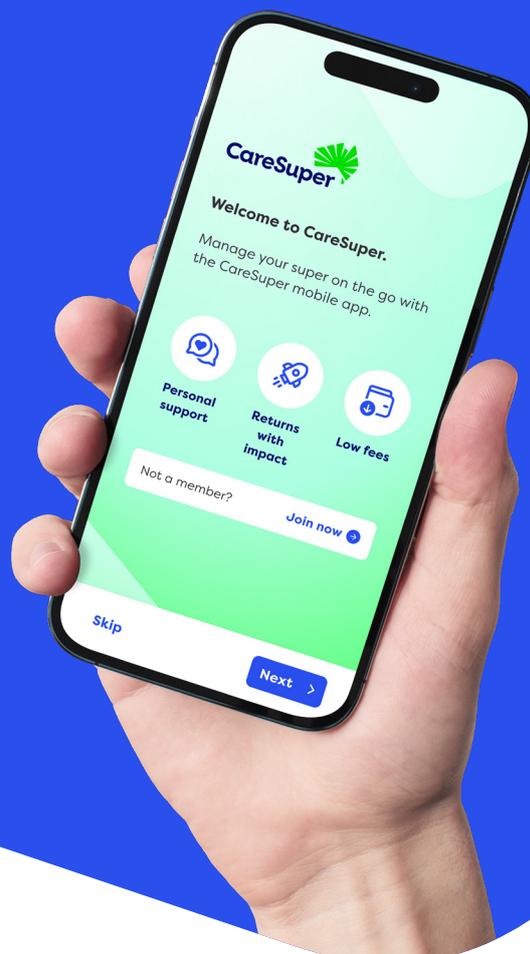
Download the CareSuper app and manage your account on the go.

You can access the DIO portal via the CareSuper app, without needing to log in separately.

You need to have either a valid email or mobile recorded on your account to set up online access.

- ✔ Download the app from the **App Store** or **Google Play**
- ✔ Log into your CareSuper account in the CareSuper app.
- ✔ Access the DIO portal from the Direct Investment option screen.

The first time you log in you'll need to set your password. Then you can set up a PIN for easy access to your account.



## We're here to help



Go to [caresuper.com.au/dio](https://caresuper.com.au/dio)



Log in or register at [caresuper.com.au/login](https://caresuper.com.au/login)



Call **1800 005 166** to talk to one of our friendly staff between 8am and 7pm (AEST/AEDT) each business day.



Send any questions through to us at [info@caresuper.com.au](mailto:info@caresuper.com.au)