

1 November 2018

# Financial Services Guide (FSG)

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Issued by TWU Nominees Pty Ltd ABN 67 002 835 412,  
AFSL No 239163, as Trustee of TWUSUPER  
(ABN 77 343 563 307) (also referred to as the 'Fund').

For the people who  
keep Australia moving



# What is a Financial Services Guide?

The purpose of this Financial Services Guide (FSG) is to assist you in deciding whether to use the financial services provided by TWU Nominees Pty Ltd (‘TWU Nominees’, also referred to as the ‘Trustee’, ‘we’ or ‘us’) in relation to superannuation interests in TWUSUPER and its divisions. This FSG provides information on:

- › the services we offer employers, members and potential members
- › any remuneration or commission which our employees, or anyone else may receive in relation to the financial services offered
- › any potential conflict of interest we may have in providing financial services
- › our internal and external dispute resolution procedures, should a member have a complaint, and how to access them.

## What financial services does TWU Nominees provide?

TWU Nominees is a holder of an Australian Financial Services Licence (AFSL). Under its AFSL, TWU Nominees is licensed to provide the following financial services:

- › to provide general financial product advice in respect of superannuation. This means that TWU Nominees and its representatives (where permitted by TWU Nominees) are authorised to provide general financial product advice to employers, potential members and members about superannuation, and
- › to deal in superannuation products. This means that TWU Nominees and its representatives (where permitted by TWU Nominees) are authorised to issue, apply for, acquire, vary or dispose of interests in superannuation funds and, in particular, interests in TWUSUPER.

TWU Nominees is the trustee of TWUSUPER, a public offer superannuation fund, of which TWUSUPER and TransPension are divisions.

TWU Nominees acts in its capacity as trustee of the Fund when it provides these financial services to employers, potential members and members. TWU Nominees holds professional indemnity insurance cover that satisfies the requirements for compensation arrangements as required by the *Corporations Act 2001*.

TWUSUPER permits employers to meet their superannuation contribution obligations contained in awards, other industrial agreements and superannuation guarantee requirements by contributing to TWUSUPER and its divisions, and also allows members of the public to join and contribute to the Fund for their retirement.

Account based income stream pension benefits (in TransPension, another division of TWUSUPER) are also available as you approach retirement or at the time you retire.

## When must we give you further information?

In providing you with general financial product advice, we may also be required to provide you with a Product Disclosure Statement (PDS). This is because we are either proposing that you become a member of TWUSUPER or you are already a member and we are required to give you a PDS within three months of you becoming a member. We need to give you all the information you need to know about becoming a member of TWUSUPER, including the fees and charges that you will incur and the rights and obligations you have by becoming a member of TWUSUPER. The PDS provides a summary of the key information for the Fund. It contains references to important information which also forms part of the PDS.

## Does TWU Nominees receive benefits for the financial services it provides?

When TWU Nominees and its employees provide you with general financial product advice, they do not receive any commission or other benefits for providing this advice to you, other than a salary paid to all employees of TWU Nominees who provide general financial advice.

The amount of salary the employee may receive is not linked in any way to the financial services provided or any decision made by an employer, potential member or member in respect of the financial services provided, such as any general financial product advice received.

For example, the employee who provides general financial product advice does not receive any benefit, whether the decision is made to become a Participating Employer or member of TWUSUPER or to contribute more money to TWUSUPER.

The Fund's external service providers may pay incentives to their staff for services provided to TWUSUPER members.

Advice may be received about TWUSUPER from, or interests in TWUSUPER may be sold to members by, financial advisers who are not engaged by us. These persons may receive remuneration or commission for the financial service they provide to employers or members. However, they are required to give a financial services guide which must disclose the level of remuneration or commission they may receive. TWU Nominees does not pay commission or pay other benefits to third parties for referring customers to us.

Except where the Fund's external service providers pay incentives to some of their staff, no fee or commission is payable to TWU Nominees, its directors, employees or third parties when an interest in TWUSUPER is issued (or when the interest is otherwise dealt with). The only benefit TWU Nominees receives for managing the Fund is a fee equal to the directors' fees that it pays to its directors. The costs and expenses of operating the Fund are paid out of the Fund itself. Details of the costs and expenses of operating the Fund and how these costs and expenses are recouped, such as by way of fees debited to member accounts, are set out in the PDS.

## **Does TWU Nominees have any associations or relationships with other entities or persons which might influence the financial services it provides?**

TWU Nominees and its representatives do not have any associations or relationships with other entities or persons which may influence the financial services it provides.

All the services that TWU Nominees provides are in TWU Nominees' capacity as Trustee of the Fund and, accordingly, this will have some influence on the financial services we provide.

## **How can a complaint be made?**

If there is a complaint about the services we provide, you should contact our Complaints Officer by:

- calling **1800 222 071** and making the complaint verbally to the Complaints Officer
- putting the complaint in writing, with 'Notice of Complaint' marked on the front of the envelope, and addressing it to:

**The Complaints Officer, TWUSUPER  
GPO Box 779, Melbourne VIC 3001**

The Trustee prefers written complaints, marked as such, as it helps to better deal with the complaint. If you wish to make a verbal complaint, it must be made to the Complaints Officer on **1800 222 071**.

The Trustee is required to take reasonable steps to properly consider and deal with your complaint within 90 days of its receipt. An address to which the response can be mailed should be included.

It is not always possible to properly consider and deal with enquiries and complaints within 90 days. If the Trustee has not made a decision within 90 days of receipt of your complaint, you may write and request our written reasons for the Trustee's failure to make a decision within that period. Written reasons for not making a decision within 90 days of your complaint must be given within 28 days of receipt of your request. In the case of decisions that relate to death benefits, the Trustee must give you written reasons. In the case of decisions relating to other complaints, you may request written reasons for our decision. The Trustee must give you written reasons within 28 days of receipt of your request.

You will be notified of the Trustee's decision on the complaint once it is made.

If you are not satisfied with the outcome, or the matter cannot be resolved, you may be able to refer it to the Australian Financial Complaints Authority on 1800 931 678 or write to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

Further information about any matter contained within this FSG should be directed to the Member Service team on **1800 222 071**.

**1800 222 071**

**[twusuper.com.au](https://www.twusuper.com.au)**

GPO Box 779, Melbourne VIC 3001

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