

1 July 2021



# TransPension

Combined Financial Services Guide and Product Disclosure Statement

For the people who  
keep Australia moving



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This Product Disclosure Statement (PDS) is dated 1 July 2021 and has been prepared and issued by TWU Nominees Pty Ltd ABN 67 002 835 412, Australian Financial Services Licence No. 239163 ('Trustee') as trustee of TWUSUPER ABN 77 343 563 307 ('TWUSUPER' or 'the Fund'), which includes TransPension (USI TWU0003AU).

This PDS provides a summary of significant information about TransPension and has been issued to help you make an informed decision about TransPension's features and benefits. You should consider all the information contained in this PDS before making a decision to invest in TransPension. TransPension is a public offer fund and is open to anyone who has an amount from a superannuation fund, approved deposit fund or retirement savings account (or in certain limited circumstances, an employer termination payment) to invest.

The information provided in this PDS is general information only and does not take into account your personal objectives, financial situation or needs. Before acting on any information in this PDS, you should consider the appropriateness of the information having regard to your objectives, financial situation and needs. You should obtain financial advice from a licensed financial adviser that is tailored to your personal circumstances (refer to "Financial Services Guide (FSG)" on page 24 for details of the financial advice services we offer).

The value of your investment in TransPension may rise and fall from time to time. Neither the Trustee nor any person associated with it guarantees the investment performance of TransPension and its investment options.

The information in this PDS is up to date at the time of its preparation. However some of the information may change from time to time. If there is a change or omission that is materially adverse we will publish a replacement PDS as required. For changes that are not materially adverse and further information you can visit [twusuper.com.au](https://twusuper.com.au) or call us on 1800 222 071. A written summary of relevant changes that are not materially adverse is also available free of charge on request.

If you are printing an electronic copy of this PDS, you should print all pages including the application form. A paper copy of this PDS can be obtained by calling us on 1800 222 071.



## 1. What might retirement mean for you?

Retirement might be just around the corner, or still a few years away. Either way, the prospect of retirement can raise numerous questions – often around money.

### Questions like:

- > Can I access my super before I retire?
- > How much super will I need? And is there a way I can give it a boost?
- > How can I manage monthly bills? And what about paying for holidays?

### Make the most of your hard-earned super

Regardless of whether retirement is just around the corner or still a few years away, our retirement income product – TransPension – can help you make the most of your hard-earned super.

You'll need at least \$10,000 to start a TransPension account.

### When can you start?

To join TransPension you generally must have reached your preservation age – see the table alongside. You can also join TransPension if you have been declared totally and permanently disabled.

If you were born...	Your preservation age is...
Before 1 July 1960	55
Between 1 July 1960 and 30 June 1961	56
Between 1 July 1961 and 30 June 1962	57
Between 1 July 1962 and 30 June 1963	58
Between 1 July 1963 and 30 June 1964	59
After 30 June 1964	60



## 2. Understanding your options

There are two types of TransPension accounts:



> A **Retirement Super Pension** pays you regular, tax-effective pension payments and lets you access extra money if you need it.



> A **Pre-retirement Super Pension** pays you regular, tax-effective pension payments.

What works best for you depends on your personal circumstances – especially in terms of your age and work situation.

If you:	You should consider a:
Are aged 65 or over (even if you are currently working)	Retirement Super Pension
Are aged 60 or over and have left an employer after turning 60 (even if you are currently working)	Retirement Super Pension
Have reached preservation age (refer to the table on page 1) and permanently retired*	Retirement Super Pension
Have met another condition of release such as total and permanent disablement	Retirement Super Pension
Have reached preservation age (refer to the table on page 1) but have not met any of the above conditions	Pre-retirement Super Pension

\*The definition of retirement is you have left your employer and do not intend to work more than 10 hours per week again.

### Next steps

Please refer to Section 3 (page 3) for details on what information you now need to know.

### 3. About this document

This document is broken into sections for ease of reference – the top corner of the pages are colour-coded.

For information about...	You should read the...	Which can be found at pages...	
Our Retirement Super Pension and general TransPension account features	Green section		4 to 5
	Yellow section		8 to 23
Our Pre-retirement Super Pension and general TransPension account features	Purple section		6 to 7
	Yellow section		8 to 23

### We're here to help you



Setting up a TransPension account can be complicated. If you're not sure where to start, we can help.

**P** 1800 222 071  
**W** [twusuper.com.au](http://twusuper.com.au)

TWUSUPER is an Industry SuperFund with over 30 years' experience. And we are highly rated by SuperRatings, a leading super researcher and consulting firm.



SuperRatings does not issue, sell, guarantee or underwrite this product.

## 4. Retirement Super Pension – main features

Our Retirement Super Pension provides you with regular, tax-effective income.

Investments earnings are tax-free and if you're over 60, pension payments are also tax-free.

Our Retirement Super Pension can provide a source of retirement income in addition to the Centrelink Age Pension.



### Pension payments

You must draw a minimum level of pension payments each financial year – the amount depends on your age when you first open your account, and is recalculated at 1 July each year.

When you first open your account, and on 1 July each year thereafter, if you are aged...	The minimum amount of your account that must be drawn is...
Under 65	4%
65 to 74	5%
75 to 79	6%
80 to 84	7%
85 to 89	9%
90 to 94	11%
95 or more	14%

Note: During the first financial year of your account, the minimum payment is proportional to the number of days left until 30 June.

There is no maximum limit on the level of your pension payments.

## Lump sum withdrawals

You can withdraw lump sums (in addition to your pension payments) at any time – a minimum of \$1,000 applies. They are usually paid within 3 working days.

If the amount of your lump sum withdrawal would leave your account without enough money to pay your minimum pension payments for that particular financial year, you have to draw your minimum payment amount first (we'll take care of this for you).

Call us on **1800 222 071** to request a lump sum withdrawal.

## Maximum balance

The maximum amount of money you can start your Retirement Super Pension with is \$1.6 million.

## More information

Please refer to pages 8 to 23 of this document for more general information about TransPension.

The application form is included in this document (refer to page 25).

### Minimum drawdown rates temporarily reduced by 50%

As a result of the COVID-19 pandemic the Government has temporarily reduced the minimum drawdown requirements for Retirement Super Pensions by 50% for the 2021/22 financial year. \*

This measure may benefit members by reducing the need to sell investment assets to fund minimum drawdown requirements.

You don't need to do anything to qualify for the reduced drawdown rates. The table to the right shows the temporary minimum drawdown rates and the standard rates that would normally apply.

Your age	Temporary minimum drawdown rates for the 2021/22 financial year	Standard minimum drawdown rates normally applying
Under 65	2%	4%
65 to 74	2.5%	5%
75 to 79	3%	6%
80 to 84	3.5%	7%
85 to 89	4.5%	9%
90 to 94	5.5%	11%
95 or more	7%	14%

\* Note: At the time of preparing this PDS, the measure for the year to 30 June 2022 still needed to be legislated through Parliament. However, it was Government policy and passage through the Parliament was anticipated.

## 5. Pre-retirement Super Pension – main features

Our Pre-retirement Super Pension provides you with regular, tax-effective pension payments.

If you're over 60, pension payments are tax-free.

The pension payments can be used as part of a 'Transition to Retirement' (TTR) strategy to:

- › boost your super by making tax-effective super contributions, or
- › wind back your working hours.



### Minimum pension payments

You must draw a minimum level of pension payments each financial year – the amount depends on your age when you first open your account and is recalculated at 1 July each year.

When you first open your account, and on 1 July each year thereafter, if you are aged...	The minimum amount of your account that must be drawn is...
Under 65	4%
65 to 74	5%
75 to 79	6%
80 to 84	7%
85 to 89	9%
90 to 94	11%
95 or more	14%

Note: During the first financial year of your account, the minimum payment is proportional to the number of days left until 30 June.

## Maximum pension payments

You cannot draw more than 10% of your account in any financial year. For the first year, the maximum limit is calculated at the date your account starts – you must also choose whether to receive:

- > the full maximum 10% amount, or
- > an amount between the minimum and maximum (ie between 4% and 10%).

Your minimum and maximum payment amounts are then recalculated on 1 July each year.

## No lump sum withdrawals

You generally cannot make any lump sum withdrawals unless the money is:

- > paid from an unrestricted non-preserved benefit – a minimum of \$1,000 applies and the withdrawal does not count towards your 10% maximum limit
- > used to make a payment split under family law, or
- > used to pay a superannuation surcharge debt or an excess contributions tax assessment to the ATO.

## More information

Please refer to pages 8 to 23 of this document for more general information about TransPension.

The application form is included in this document (refer to page 25).

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90 to 94	5.5%	11%
95 or more	7%	14%

\* Note: At the time of preparing this PDS, the measure for the year to 30 June 2022 still needed to be legislated through Parliament. However, it was Government policy and passage through the Parliament was anticipated.

## 6. Your pension payments

Pension payments can be adjusted to suit your needs, and are made by Electronic Funds Transfer (EFT) directly into your bank account.

### Payment frequency

You can choose how often you receive pension payments, as long as you receive at least one payment each financial year.

You can choose to be paid...	With payments usually processed on...
Fortnightly	Every second Tuesday
Monthly	The 28th of each month
Quarterly	The 28th of January, April, July and October
Half-yearly	The 28th of May and November
Yearly	The 28th of the month you choose

If the payment day is not a business day, your pension payment will be processed in advance to ensure it is received by the due date. Payments usually take one business day to appear in your bank account (but can take longer depending on who you bank with).

If you start your account on or after 1 June, you don't need to begin pension payments until the next financial year (ie after 30 June).

### Payment options

If you invest your account across more than one investment option, you can choose from which investment options your pension payments will be drawn. If funds are no longer available in a particular option, we will draw each payment in proportion to the balance remaining in each option.

How long the balance in your account lasts depends on your initial account balance, investment earnings, pension payments, lump sum withdrawals and fees deducted from your account. Your pension payments will continue until your balance runs out, at which time your account will close.

### Changes to pension payments

We recalculate your minimum payments on 1 July each year and tell you the new amount when we send your annual statement (by October). Unless you tell us differently we'll continue to make payments as we have in the past. If that won't meet the required minimum payment, we'll make the necessary change for you.

Otherwise, you can change pension payment arrangements at any time. Login to Member Online at [twusuper.com.au/login](https://twusuper.com.au/login) or complete the *Request to vary your pension payment* form (download a copy at [twusuper.com.au/forms](https://twusuper.com.au/forms) or call us on 1800 222 071 for a copy). It may take some time to process your request so your change may not happen until after your next payment.

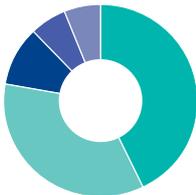
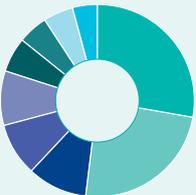
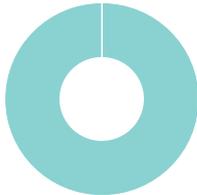
### Order of pension payments

Super money is classified in different ways depending on when and how the contributions were made, and this determines when and how you can access your money. Pension payments are:

- > first paid from any 'unrestricted non-preserved' money: This is generally money that can be paid at any time you request it
- > then from any 'restricted non-preserved' money: This is a category which is treated in a similar manner to preserved money (see below) but which has become unrestricted non-preserved in certain situations (such as when you leave your employer)
- > and finally from any 'preserved' money: This is generally the part of the benefit arising from all contributions paid into a super fund from 1 July 1999 (as well as certain contributions paid before this date). Generally, you can only access preserved money when you reach your preservation age and retire.

## 7. Your investment choice

TransPension offers three different investment options; Equity Plus, Balanced and Cash Plus. You can choose to invest in one or any combination of these three options. There are no fees for switching investment options and you can switch weekly. To make a switch, login to Member Online (go to [twusuper.com.au/login](http://twusuper.com.au/login)) or phone us.

Equity Plus	Balanced	Cash Plus
<b>Description</b>		
May suit members who want to invest for more than 7 years and accept a higher level of risk and fluctuations in returns.	May suit members who want to invest for over 5 years and accept a medium level of risk and fluctuations in returns.	May suit members who have a short investment timeframe or want a low level of risk and fluctuations in returns.
<b>Strategy</b>		
<p>Invests predominantly in return-seeking assets that entail more risk, such as Australian and international shares, property, unlisted equity and infrastructure (see page 11).</p> <p>History shows returns from this option are likely to move up and down from year to year with short term risk of capital loss but over the long term should produce higher returns than the Balanced or Cash Plus investment options.</p>	<p>Invests in a broad mix of assets that combine return-seeking assets with low risk assets, to strike a balance between the risk of loss in a given year and expected return (see page 12).</p> <p>Investments are expected to have less risk of loss of capital and less short term fluctuations in returns than investments in the Equity Plus option. Over the long term, Balanced investment option returns are expected to be lower than Equity Plus returns, but higher than Cash Plus returns.</p>	<p>Invests entirely in cash and short term interest-bearing securities. Investment returns are subject to less volatility than the Balanced and Equity Plus options, with low risk of capital loss but also a low potential for higher investment returns over the long term.</p>
Refer to page 13 for information about <b>Our investment philosophy</b>		
<b>Investment return objective</b>		
Annual return 4% higher than the Consumer Price Index over rolling 5 year periods	Annual return 3% higher than the Consumer Price Index over rolling 5 year periods	Annual rate of return (before tax) greater than the Bloomberg AusBond Bank Bill Index
<b>Mix of asset classes and strategic benchmark</b>		
 <ul style="list-style-type: none"> <li>■ International shares 43%</li> <li>■ Australian shares 35%</li> <li>■ Unlisted equity 10%</li> <li>■ Unlisted property 6%</li> <li>■ Unlisted infrastructure 6%</li> </ul>	 <ul style="list-style-type: none"> <li>■ International shares 28%</li> <li>■ Australian shares 24%</li> <li>■ Unlisted equity 5%</li> <li>■ Unlisted property 9%</li> <li>■ Unlisted infrastructure 9%</li> <li>■ International fixed interest 10%</li> <li>■ Australian fixed interest 6%</li> <li>■ Absolute return funds 4%</li> <li>■ Cash/Interest-bearing securities 5%</li> </ul>	 <ul style="list-style-type: none"> <li>■ Cash/Interest-bearing securities 100%</li> </ul>
<b>Investment risk</b>		
High - the expected frequency of negative annual returns over any 20 year period is 4 to less than 6 years	Medium to high - the expected frequency of negative annual returns over any 20 year period is 3 to less than 4 years	Very low - the expected frequency of negative annual returns over any 20 year period is less than ½ a year
<b>Minimum suggested timeframe</b>		
7 years or more	5 years or more	No minimum

## Investment performance

The tables below show the returns of our three investment options over various timeframes. Although the Fund allocates investment earnings to member accounts using unit prices, historical annual returns are shown as a percentage of investment earnings (net of estimated tax for Pre-retirement Super Pension accounts for 2018, 2019 and 2020), investment management fees and other costs.

	Equity Plus % pa	Balanced % pa	Cash Plus % pa
<b>Retirement Super Pension</b>			
<b>Period to 31 December 2020</b>			
3 year compound average	7.47	6.09	1.54
5 year compound average	9.56	7.95	1.74
10 year compound average	10.06	8.61	2.64
<b>Year ending 31 December</b>			
2020	4.75	4.06	0.85
2019	20.60	15.06	1.86
2018	-1.76	-0.27	1.91
2017	16.33	12.83	1.97
2016	9.32	8.79	2.11
2015	7.31	6.32	2.29
2014	9.10	7.76	2.55
2013	26.82	20.15	0.11
2012	17.46	14.71	5.05
2011	-5.28	1.30	0.73
<b>Pre-retirement Super Pension</b>			
<b>Period to 31 December 2020</b>			
3 year compound average	6.57	5.45	1.27
5 year compound average	8.80	7.39	1.53
10 year compound average	9.68	8.33	2.53
<b>Year ending 31 December</b>			
2020	4.34	3.85	0.68
2019	18.01	13.28	1.51
2018	-1.70	-0.34	1.62
2017	15.25	11.97	1.74
2016	9.32	8.79	2.11
2015	7.31	6.32	2.29
2014	9.10	7.76	2.55
2013	26.82	20.15	0.11
2012	17.46	14.71	5.05
2011	-5.28	1.30	0.73

Past performance is not necessarily an indication of future performance. Investment earnings are net of estimated tax (for Pre-retirement Super Pension accounts for 2018, 2019 and 2020), and investment related fees and expenses. The returns earned in the future will not necessarily follow the pattern of returns in the table.

Investment earnings for Pre-retirement Super Pension accounts became taxable from 1 July 2017. Investment earnings prior to 1 July 2017 were not subject to tax and no adjustment has been made for tax.

## Risk vs return

Investment risk can be thought of as the chance that the return from your investment (ie how much your investment earns) will be different to what you expect. Generally, to get higher returns over the long term you need to be willing to accept a higher level of risk. Over the short to medium term this can result in increased volatility (ups and downs in returns), including the risk of negative returns. If you want to reduce risk then you may need to accept lower returns.

If you select a high risk investment option, you must be comfortable riding out the bad years when they occur. If you select a low risk investment strategy, you must be comfortable with the lower returns you are likely to receive over time.

## Investment principles

We all save in different ways. Many of us are paying off our home, some of us have shares and we all have a bank account. Like those personal investments, super and retirement income funds invest too; they just do it on a much larger scale. TWUSUPER invests in a range of return-seeking assets and defensive assets.

## Shares

When you buy shares you are buying part of a company. Your investment return will depend on how the company performs over time, economic factors and investors' views of the company.

We invest in both Australian and international shares. By investing in international shares, you are investing in companies based overseas. This may assist in reducing the overall volatility of your total investment portfolio through increased diversification (ie spreading your risk across a range of investments). International shares may also be subject to currency movements which can add to, or take away from, their returns.

Over the long term, returns from shares have tended to be higher than those achieved by some other assets (such as property, fixed interest and cash). However, over shorter periods, their performance tends to have more ups and downs.

## Property

Buying office buildings, shopping centres, industrial estates and other similar property investments is known as direct property investment. Investors can also invest in property trusts which, in turn, buy a variety of properties. These trusts may be listed on Australian or overseas exchanges, or they may be unlisted. Property is suitable for long term investment as it has the expectation of growth in value, but also experiences some volatility. The Fund may invest in listed property instead of unlisted property from time to time.

## Unlisted equity

Unlisted equity investments (also known as private equity) are investments that are not traded on the share market such as:

- › venture capital funds (offering interests in private businesses in their early stage of development), and
- › buyout funds (offering interests in more established companies).

We have chosen to minimise the risks involved in unlisted equity by investing in funds with managers that specialise in this sector. These fund managers take significant stakes in unlisted equity investments, as well as having an active role in monitoring and advising the private companies in their portfolios.

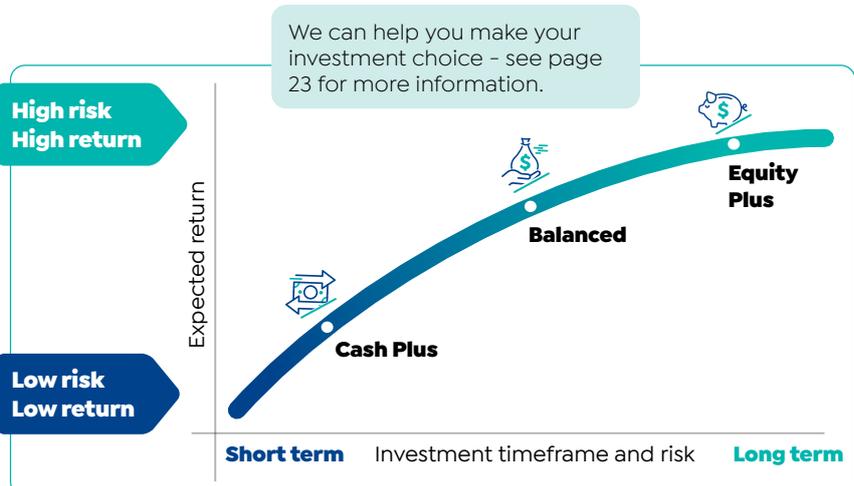
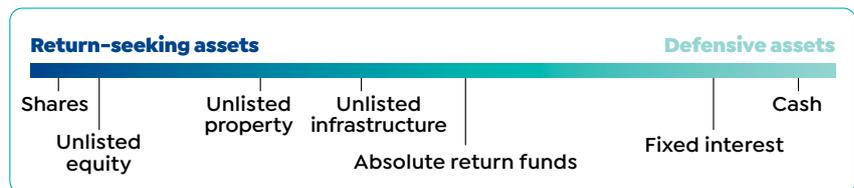
## Infrastructure

Investments in infrastructure cover a range of industries including:

Industry	Examples
<b>Transport</b>	<ul style="list-style-type: none"> <li>› toll roads</li> <li>› airports</li> <li>› rail facilities</li> <li>› seaports</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>› broadcasting towers</li> </ul>
<b>Utilities</b>	<ul style="list-style-type: none"> <li>› electricity power lines</li> <li>› gas pipelines</li> <li>› renewable energy (eg wind farms)</li> </ul>

We invest in infrastructure through pooled infrastructure funds as they give investors exposure to a professionally managed and diversified portfolio of infrastructure assets.

Infrastructure funds are managed by specialist fund managers. Returns from infrastructure funds have a combination of capital growth (ie an increase in the value of the assets owned) and income (ie the income derived from the operation of the asset, eg toll road fees). The income generated by infrastructure assets is expected to be fairly predictable as these funds typically operate in environments with low levels of competition and high barriers to entry. The Fund may invest in listed infrastructure instead of unlisted infrastructure from time to time.



For growth-orientated funds, the absence of stable income in the near term is expected to be compensated by capital growth in the medium term. On the other hand, some infrastructure funds have more mature assets that are generating steady income streams but less capital growth. We invest in both income-orientated and growth-orientated assets.

### Fixed interest

Fixed interest investments are issued to investors by Australian and foreign governments, semi-government authorities and companies in return for cash. Interest is paid to investors over the life of the investment, usually at a fixed rate. These investments can generally be bought or sold before they mature, potentially resulting in capital gains or losses.

International fixed interest investments are normally fully hedged to remove the effect of adverse currency movements.

Fixed interest investments are less volatile than shares and property, but have a lower expected return in the long term. Over shorter periods, returns can be negative, particularly in situations where interest rates rise significantly.

### Cash

Cash assets are primarily deposits and other short term, interest-bearing investments. Generally, the likelihood of loss or negative returns is minimal. While volatility is low, the returns are also likely to be lower than those available from other asset classes over the long term.

### Absolute return funds

Absolute return (or hedge) funds generally aim to produce positive returns in both rising and falling investment markets.

The investment techniques adopted by an absolute return fund generally vary from the methods employed by a traditional fund manager. Rather than a simple buy and hold approach, absolute return funds may use more sophisticated trading strategies to benefit from market opportunities.

The underlying investments in an absolute return fund may include shares, bonds, currencies, options, futures, commodities, real estate securities, and other financial instruments.

The performance of absolute return funds is not generally correlated to the performance of traditional assets such as shares, property or fixed interest. We have constructed a conservative portfolio of managers that in total targets returns and volatility similar to that of fixed interest assets.

### Investments and risk

All investments have some level of risk. There are a number of risks associated with a retirement income product investment that you should know about. These include:

- › the value of your investment may change over time
- › investment earnings are not guaranteed and in some years negative returns may apply to your account
- › super and retirement income account laws may change over time
- › your retirement income product may not provide you with an income for the rest of your life.

Investment strategies are made up of different assets. Different strategies may carry different levels of risk, depending on the assets that make up the strategy.

The risk and return characteristics of a diversified mix of assets depends on the composition of the assets. Generally, an investment option will be more risky and have a higher expected return when the asset mix is weighted towards shares. Conversely, an investment option that is weighted towards fixed interest and cash is likely to have less risk and a lower expected return.

The level of risk that is right for you in your investments will depend on a range of factors, including your age, investment timeframe, other investments and the investment risk associated with them, and your ability to tolerate losses from time to time.

### About risk

Investment risk can generally be thought of as the chance that the return from your investment will be different to what you expect. The types of investment risks which may have an impact on your investment in TransPension include:

- › **individual asset risk:** The risk inherent in an individual asset held within a particular asset class.
- › **market risk:** The risk of major movements in a particular asset class.
- › **political risk:** The risk that domestic and/or international political stability or instability will impact your investment.
- › **inflation risk:** The risk that money will not maintain its purchasing power due to inflation.
- › **timing risk:** The risk that, at the date of investment, your money is invested at higher market prices than those available soon after. It can also mean the risk that at the date of withdrawing your super, your investments are redeemed at lower market prices than those that were available shortly before or soon afterwards. These movements will affect the investment return and consequently the benefit you will receive.
- › **investment manager risk:** The risk that a particular investment manager will underperform the market return (eg this could be because their view on markets is wrong over a period, because of their investment style or because they lose key investment personnel).
- › **credit risk:** The risk that a debt issuer will default on payment of interest and/or principal.
- › **liquidity risk:** The risk that you will be unable to redeem your investment at your chosen time.
- › **currency risk:** The risk that international investments lose value as a result of a rising Australian dollar.

## How we invest your money

### Our investment beliefs

TWUSUPER's investment beliefs reflect the characteristics of our membership, scale, comparative advantages and operations. We believe that:

- › strong governance supports good decision-making and leads to optimal investment performance
- › member outcomes are principally measured through returns after fees and taxes relative to prevailing inflation
- › net investment performance and fees should be competitive relative to peer funds

- › strategic asset allocation is the dominant factor that determines investment returns and risks
- › TWUSUPER gains a comparative advantage through its long-term investment horizon and by seeking out niche opportunities that are suited to smaller investors
- › appropriate diversification is critical to maintaining an effective and efficient investment strategy
- › appropriate management of environmental, social and governance (ESG) factors contributes to higher long-term investment returns, mitigates risk and supports the Fund's role as a responsible member of the Australian investment community
- › the optimal model to implement investment strategies is to outsource asset management to appropriately qualified and experienced investment managers that are fit for purpose
- › active management can add value in markets that are relatively less efficient and where there are highly skilled managers that can take advantage of mispricing opportunities to enhance returns
- › effective management of investment fees, costs and taxes can materially improve net returns.

### Investment objectives

Under the Trustee's investment strategy, the Equity Plus and Balanced options both have a number of investment return objectives based on expected returns compared with inflation, compared with other super funds and retirement income products, and compared with a benchmark. The Cash Plus option has an investment return objective based on expected returns relative to a short term cash benchmark.

All three investment options have a risk objective relating to the expectation of negative returns over time. These risk objectives are based on historical data and should not be considered guarantees. Just because a negative return occurs one year does not mean it will be followed by a positive return the next year.

In setting the overall objectives, we ensure that the objectives contain quantifiable and measurable performance targets, including defined timeframes and ways of measuring whether the objectives have been met.

However, we recognise that the nature of most investments is such that these objectives may not be achieved in any particular timeframe. The goal will be to achieve the investment objectives as frequently as possible.

### Investment strategy

Each investment option has an investment strategy to achieve its stated objectives. The strategy includes the selection of a long term mix of investments (asset classes), called a strategic asset allocation. After considering professional advice, the strategic asset allocations are set to meet the investment option objectives. However, there is no guarantee that a particular objective will be met over a particular period.

### Setting asset allocation

The current strategic asset allocation for each investment option is shown in the table on page 9. Over time, the Trustee reviews the strategic and actual allocation of its investments. After considering market conditions and other relevant factors, the Trustee may change the strategic and actual asset allocations.

The Trustee reserves the right to vary the strategic and actual asset allocation without prior notice to members.

### Sector specialist approach

We appoint specialist managers to invest assets in each sector (or asset class). Usually, more than one manager is appointed in an asset class to diversify the risk and to provide exposure to different investment styles.

For example, a number of managers may be appointed to manage Australian shares, and different managers appointed for international shares. Because no manager is likely to be among the best in all asset classes, investment options involving a number of asset classes will typically be managed by a range of different managers.

### Choosing and monitoring investment managers

We receive professional advice on the selection and ongoing review of investment managers, including the monitoring of their performance against investment objectives. We may remove, replace or add investment managers from time to time.

### Changes to our investment options

We may alter, add or remove investment options from time to time. If these changes are material we will let you know.

### Use of derivatives

TWUSUPER employs a specialist investment manager to run a portfolio of derivatives to:

- › maintain asset class exposures at target levels for minimal trading costs
- › maintain a fully invested position when investments are being shifted from one manager to another
- › manage a program of currency hedging to ensure foreign currency exposures are maintained at target levels.

External investment managers may also employ derivatives to manage their exposure to securities, markets or currencies at agreed levels.

### Responsible investment

We believe that companies that properly manage environmental, social and governance (ESG) risks and opportunities are likely to perform better over the long term. Therefore, we recognise the need to go beyond traditional financial measures in order to fully understand the potential risks associated with existing and prospective investments. We also recognise that encouraging better ESG practices helps support a more sustainable financial system, and contributes to positive impacts on the environment and society. Depending on the type of investment, our investment managers generally take a range of factors into account when assessing the sustainability of an investment, such as:

- › environmental – greenhouse gas emissions, natural resource consumption, waste management and other opportunities to reduce environmental impact
- › social – occupational health and safety, employee welfare and product safety controls for end consumers
- › governance – conflicts of interest, transparency, risk management, regulatory compliance and director remuneration.

Other parts of our approach to responsible investment include:

- › Climate Change Position Statement: We recognise that climate change may represent strategic risks and opportunities for TWUSUPER and its members.
- › Stewardship Statement: TWUSUPER is a signatory to the Australian Asset Owner Stewardship Code – our Stewardship Statement outlines our approach to our stewardship responsibilities and describes how we apply each of the six principles in the Code.
- › Collaboration: TWUSUPER has been a signatory to the Principles for Responsible Investment (PRI) since 2007. The PRI is a set of six principles – backed by the United Nations – to help investors such as TWUSUPER incorporate ESG issues into their investment decision-making, policies and practices. TWUSUPER is also a member of the Australian Council of Superannuation Investors (ACSI). ACSI provides ESG research, advice and services to its members and TWUSUPER holds a seat on its Member Council.

More information on our approach to responsible investment can be found at [twusuper.com.au/esg](https://www.twusuper.com.au/esg).

## Unit pricing

The Fund uses unit prices to calculate and allocate investment earnings to your account.

Your account balance is based on the number of units you hold and the prevailing unit price.

When you invest in one of the Fund's investment options, your money is invested in an underlying pool of assets, along with money from other members who have chosen that investment option.

The underlying assets of each of the Fund's investment options are divided into units. You are allocated a number of units that reflect your share in the total investment pool in your chosen investment option(s).

Each investment option has a corresponding unit price. Unit prices are calculated weekly and tend to move up or down based on the changing valuation of each investment option's underlying pool of assets (taking into account estimates for investment taxes, where applicable, and other liabilities).

With unit prices:

- › Money going into your account (eg when you first join TransPension) buys a number of units in your chosen investment option(s), based on the prevailing unit price.
- › Money coming out of your account (eg pension payments, and fees and costs) involves the sale of units from your chosen investment option(s), based on the prevailing unit price.
- › Investment earnings are reflected in the weekly unit price for each investment option.

We generally publish unit prices at [twusuper.com.au/investments](https://www.twusuper.com.au/investments) each Wednesday. Your account balance will reflect the prevailing unit price. This allows you to see the change in your account balance from week to week which you can view through Member Online (at [twusuper.com.au/login](https://www.twusuper.com.au/login)).

If a unit price cannot be determined due to unforeseeable circumstances (eg trading suspensions in relevant markets or unusual market volatility), the Fund may temporarily suspend some transactions.

The Fund has developed controls to minimise the chance of unit pricing errors – however, errors may still occur. Should an issue be identified that may affect members, we will promptly investigate the issue and advise any affected members.

## Making your decision

Choosing the right investment strategy for your account is important – especially if it is going to be your main source of income in retirement. This choice will need to be based on your individual objectives, financial circumstances and needs. We recommend you consider seeking financial advice before making an investment decision.

It's important to note that changing your investment strategy can have a big impact on your account balance over the longer term. Before making your investment choice, you should consider:

- › the level of risk you are comfortable with
- › your investment timeframe
- › whether you have any investments outside of super and the investment risk associated with them

- › how much longer you may be receiving other income (eg if you are still working).

## How much risk are you comfortable with and what is your timeframe?

All investments involve some level of risk. Generally to get higher returns, over the long term you need to be willing to accept a higher level of risk. Over the short to medium term this can result in increased volatility, including the risk of negative earnings.

## Different investment fees apply to each investment option

The portfolio of assets making up each investment option is managed by professional investment managers. The investment fees vary between investment options (see page 16 for details).

## Changing investment options

There are no fees for changing investment options and you can switch weekly.

To switch investment options:

- › login to Member Online at [twusuper.com.au/login](https://www.twusuper.com.au/login), or
- › phone us on **1800 222 071**.

The effective date of your investment switch depends on when we receive your request:

- › Online switches received by 11.59pm (AEDT/AEST) on Friday will normally be effective the following Wednesday.
- › Over the phone switches received by 8.00pm (AEDT/AEST) on Friday will normally be effective the following Wednesday.

If you make more than one switch request in the same week, only the last switch request received before the weekly cut-off times will be processed.

Confirmation of investment switches will be available through Member Online.

## 8. Choosing your beneficiary

When you start your account, you can nominate the beneficiary(ies) who will receive the balance in your account should you die before your account balance runs out.

You have three options:

### Option 1: Nominate a reversionary beneficiary

If you make a reversionary nomination payments automatically 'revert' to your beneficiary should you die provided they are your dependent (see below for definition) at the time of death. They can then manage the account in the same way as you did and will continue to receive payments (until they run out).\*

You can nominate only one reversionary beneficiary when you start your account and it cannot be changed (unless you close your account and start a new one).

### Nominating your child as a reversionary beneficiary

If you nominate your child as a reversionary beneficiary, there are restrictions on when and how they can receive payments. To be eligible to receive payments your child, at the date of your death, must be less than 18, or between 18 and 25 and either financially dependent upon you or suffering from a disability (as described in the Disability Services Act 1986). In the case of financial dependency, payments only continue until they reach 25 at which time the balance is paid as a lump sum. However, if the child is permanently disabled (as described above), they continue to receive payments until the money runs out.

### Option 2: Non-binding nomination

With a **non-binding nomination** you're telling us who you'd prefer to receive the balance of your account should you die, but your nomination isn't binding on the Trustee. While your wishes will be taken into account, the Trustee ultimately decides who the balance in your account will be paid to. You can make a non-binding nomination when you join the Fund using the *TransPension application form* attached to this PDS. Every time your personal circumstances change, you should update your beneficiaries. You can do this through Member Online at [twusuper.com.au/online](https://www.twusuper.com.au/online) or by calling us on **1800 222 071**.

### Option 3: Binding nomination

With a **binding nomination**, so long as you nominate dependants (see below for definition) or your legal personal representative and the nomination is still valid at the time of your death, the Trustee must pay the balance in your account according to your instructions. You can only set up, renew, change or cancel a binding nomination by completing a *Binding death benefit nomination form* – download a copy at [twusuper.com.au/forms](https://www.twusuper.com.au/forms) or call us on **1800 222 071**.

A binding nomination is only valid for three years – if you do not renew it, it becomes a non-binding nomination.

### Who can you nominate?

The beneficiary(ies) you nominate must be a 'dependant'. A dependant is:

- › your spouse (including de facto or same sex partner)
- › a child of any age (including step, adopted, ex-nuptial, or children of a same sex relationship)
- › someone who is wholly or partially financially dependent on you
- › someone with whom you have an interdependency relationship (see below).

An interdependency relationship may exist between two people where each of the following four conditions are met:

- › they have a close personal relationship, and
- › they live together, and
- › one or each provides the other with financial support, and
- › one or each provides the other with domestic support and personal care or support and care of a type and quality normally provided in a close personal relationship, rather than by a mere friend or flatmate (except in certain defined employment, contractual, welfare or charitable situations).

An interdependency relationship may also exist if the two people have a close personal relationship but do not meet the other conditions listed above due to either or both suffering from a physical, intellectual or psychiatric disability or due to them temporarily living apart.

You can also nominate your legal personal representative (meaning the executor or administrator of your estate).

### No nomination or invalid nomination

If you die without making a nomination or if your binding nomination is invalid, the Trustee will attempt to pay your account balance to one or more of your dependants or your legal personal representative. Where this happens, the Trustee will consider your dependants' circumstances at the time of your death.

If you have no dependants or legal personal representative the Trustee has a discretion to pay your benefit to another person, such as a relative.

### Need help?

Depending on your personal circumstances, choosing a beneficiary can have tax and social security implications. If you need help making a decision, call us on **1800 222 071** and ask to speak with a financial adviser.\*\*

\* Please note, where a reversionary beneficiary already has an existing Retirement Super Pension account(s), the total amount across these account(s) cannot exceed \$1.6 million. The reversionary beneficiary will have 12 months to restructure their account(s) to come under the limit.

\*\*The Trustee has engaged Industry Fund Services Limited (IFS) ABN 54 007 016 195, AFSL No 232514 to facilitate the provision of financial advice to members of TWUSUPER (Fund). See page 23 for further information.

## 9. Fees and other costs

As an Industry Super Fund TWUSUPER is run only to benefit members. This means our fees are only used to cover the costs of running the Fund and not to make profits for shareholders. There are no hidden fees or charges and we do not pay commissions to financial advisers.

This document shows fees and other costs you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the Fund's assets as a whole.

Other fees, such as activity fees and advice fees for personal advice may also be charged, but these will depend on the nature of the activity or advice chosen by you. Taxes are set out in another part of this document.

You should read all the information about fees and other costs because it is important to understand their impact on your investment.

### CONSUMER ADVISORY WARNING

#### DID YOU KNOW?

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

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

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

You may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.\*

#### TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** website ([moneysmart.gov.au](http://moneysmart.gov.au)) has an account-based pension calculator to help you check out different fee options.

\* The Consumer Advisory Warning above is a Government prescribed warning. The claim that 'You may be able to negotiate to pay lower fees' is not relevant to TWUSUPER.

Type of fee	Amount	How and when paid
<b>Investment fee*</b>	<i>Pre-retirement Super Pension:</i>	
	<ul style="list-style-type: none"> <li>➢ Cash Plus: 0.06%</li> <li>➢ Balanced (MySuper): 0.17%</li> <li>Performance related fee: 0.01%</li> <li>➢ Equity Plus: 0.22%</li> <li>Performance related fee: 0.01%</li> </ul>	Not deducted from your account. Deducted from total Fund assets before unit prices are determined.
	<i>Retirement Super Pension:</i>	
	<ul style="list-style-type: none"> <li>➢ Cash Plus: 0.02%</li> <li>➢ Balanced (MySuper): 0.13%</li> <li>Performance related fee: 0.01%</li> <li>➢ Equity Plus: 0.18%</li> <li>Performance related fee: 0.01%</li> </ul>	Not deducted from your account. Deducted from total Fund assets before unit prices are determined.
<b>Administration fee*</b>	<i>Pre-retirement Super Pension:</i>	
	\$6.50 per month (or \$78 pa), plus 0.25% direct expense recovery fee (capped at \$750 pa)	Calculated monthly and deducted directly from your account
	<i>Retirement Super Pension:</i>	
	\$6.50 per month (or \$78 pa) plus 0.20% direct expense recovery fee (capped at \$750 pa)	Calculated monthly and deducted directly from your account
<b>Buy-sell spread</b>	Nil	Not applicable
<b>Switching fee</b> (the fee for changing investment options)	Nil	Not applicable
<b>Advice fees</b> relating to all members investing in a particular investment option	Nil	Not applicable
<b>Other fees and costs</b>	Activity fees relating to Family Law and personal advice (if requested) may also be charged to your account.	
<b>Indirect cost ratio*</b>	<ul style="list-style-type: none"> <li>➢ Cash Plus: 0.07%</li> <li>➢ Balanced: 0.54%</li> <li>Performance related fee: 0.01%</li> <li>➢ Equity Plus: 0.52%</li> <li>Performance related fee: 0.02%</li> </ul>	Not deducted from your account. Deducted from total Fund assets before unit prices are determined.

See 'Additional explanation of fees and costs' on page 18 for further information on the above fees (including other fees and costs). The investment fees and indirect cost ratio (including any performance related fees) are estimated based on information for the financial year ended 30 June 2020. Actual amounts may vary. \* If your account balance is less than \$6,000 on the last day of the financial year or on leaving the Fund, the total amount of administration fees, investment fees and indirect costs charged for that year will be capped at no more than 3% of your account balance. Any amount charged in excess of that cap must be refunded.

### Example of annual fees and costs

This table gives an example of how the fees and costs of the Balanced option for this retirement income product can affect your investment over a 1 year period. You should use this table to compare this retirement income product with other retirement income products.

#### Pre-retirement Super Pension

Example – Balanced		Balance of \$50,000
Investment fees	0.18% (estimated)	› For every \$50,000 you have in the Balanced option you will be charged \$90 each year.
<b>PLUS</b> Administration fees	Administration fee: \$78*	› <b>And</b> , you will be charged \$78 in administration fees regardless of your account balance
	Direct expense recovery fee: 0.25%**	› plus \$125 in administration fees based your account balance
<b>PLUS</b> Indirect costs for the Balanced option	0.55%# (comprising 0.54% estimated investment cost plus 0.01% estimated performance related fee)	› <b>And</b> , indirect costs of \$275 each year will be deducted from your investment.
<b>EQUALS</b> Cost of product		› If your balance was \$50,000, then for that year you will be charged fees of \$568 for the Balanced option.

#### Retirement Super Pension

Example – Balanced		Balance of \$50,000
Investment fees	0.14% (estimated)	› For every \$50,000 you have in the Balanced option you will be charged \$70 each year.
<b>PLUS</b> Administration fees	Administration fee: \$78*	› <b>And</b> , you will be charged \$78 in administration fees regardless of your account balance
	Direct expense recovery fee: 0.20%**	› plus \$100 in administration fees based your account balance
<b>PLUS</b> Indirect costs for the Balanced option	0.55%# (comprising 0.54% estimated investment cost plus 0.01% estimated performance related fee)	› <b>And</b> , indirect costs of \$275 each year will be deducted from your investment.
<b>EQUALS</b> Cost of product		› If your balance was \$50,000, then for that year you will be charged fees of \$523 for the Balanced option.

Note: Additional fees may apply. \* Based on a monthly fee of \$6.50. \*\* Capped at \$62.50 per month (\$750 per annum). # Gross of tax, but net of reduced input tax credits.

## Additional explanation of fees and costs

### Fee cap

If your account balance is less than \$6,000 on the last day of the financial year or upon leaving the Fund, the total amount of administration fees, investment fees and indirect costs charged for that year will be capped at no more than 3% of your account balance.

Refunds of any amount charged in excess of that cap will be made within three months.

### Fee changes

All fees may be revised or adjusted from time to time without your consent, and we may also introduce new fees. However, we will give you at least 30 days' notice of any material increase in fees, unless the increase arises only from an increase in costs.

### Investment cost

Estimated investment costs vary for each investment option and may change throughout the year due to timing, cash flow, changes to investment managers, changes in asset allocation and other factors. Investment related expenses (such as investment manager fees and transaction costs) at Fund level are included as investment fees. Investment related expenses incurred in making investments through underlying vehicles (such as trusts) are included in the indirect cost ratio. Investment fees and indirect costs are deducted from Fund assets before the unit prices of our investment options are determined. These costs are estimated and based on information for the financial year ended 30 June 2020 and the Fund's strategic asset allocation as at 30 June 2020. If it becomes apparent

that actual costs will vary in a way that is materially adverse, the estimated costs will be updated.

### Performance related fee

In some cases investment managers are paid a performance fee if they exceed agreed performance targets. The estimated investment fee and indirect cost ratio for the Balanced and Equity Plus investment options include a performance related fee, payable if investment managers exceed agreed performance targets. If an investment manager earns a performance related fee, it is passed onto members as an adjustment to the investment performance of the relevant investment option. A performance related fee will not always be payable.

Because performance targets vary between investment managers, it is not possible to provide an accurate figure for the performance related fees. The performance related fees (as shown in the *Investment fee* section of the table on page 16) are therefore estimates, based on:

- › the strategic asset allocation of the relevant investment option as at 30 June 2020,
- › outperformance by the investment managers, based on indicative annualised calculations using fee information provided by investment managers (including underlying investment managers) for periods up to approximately 30 June 2020, and
- › in relation to the Equity Plus investment option, the Fund has received a rebate for performance fees paid in prior years, which reduced the projected performance fee to 0.00%.

The actual performance related fee will vary depending on the actual return and agreements in place with relevant investment managers. The use of estimates is not an indication or guarantee of future performance.

### Expense recovery fee

The administration fee includes an expense recovery fee that comprises estimated operational costs such as administration charges, legal fees, office and communication expenses and other miscellaneous expenses incurred by the Trustee in the Fund's day-to-day operations. The calculation of this fee is based on the estimated costs to be incurred for the financial year ended 30 June 2020. If it becomes apparent that actual costs will vary in a way that is materially adverse, the estimated costs will be updated.

Please note, different expense recovery fees apply to Pre-retirement Super Pensions and Retirement Super Pensions – see page 16 for details.

### Reserves

The Fund maintains two reserves. The Operational Risk Reserve (ORR) is designed to protect members' investments against adverse events resulting from failed processes or systems and external events such as fraud. The Strategic Risk Reserve (SRR) is designed to protect members' investments against losses resulting from strategic and reputational risk events.

The ORR's target level is 0.275% of net Fund assets, and the SRR's target level is 0.10% of net Fund assets. As at 30 June 2020 both reserves were funded to their target levels and had no impact on the calculation of the indirect cost ratio.

## Transactional and operational costs

Transactional and operational costs (T&O Costs) include costs such as brokerage, clearing costs and stamp duty associated with trading to implement the relevant investment option strategies. Some of these costs are additional costs to the member, as shown in the table below but most of them have already been included in either the investment fee or indirect cost ratio for the option. T&O Costs are paid out of the assets of the Fund or deducted from the underlying vehicles before the unit prices of our investment options are determined.

T&O Costs for the 12 month period to 1 July 2022 are estimated as follows:

Investment option	Total transactional and operational costs	Transactional and operational costs already included in other fees and costs	Additional cost to you
Cash Plus	0.0%	0.0%	0.0%
Balanced	0.20%	0.11%	0.09%
Equity Plus	0.16%	0.12%	0.04%

The costs for the current period may vary from these amounts and may be greater (or lower) than past experience.

## Borrowing costs

Borrowing costs refers to costs relating to any credit facility used within an underlying vehicle as part of implementing the investment strategy of each option. The estimated borrowing costs (if any) for each of the investment options for the 12 month period to 1 July 2022 are set out in the table below:

Option	Net borrowing cost (estimated the 12 month period to 1 April 2022)
Cash Plus	0.0%
Balanced	0.09%
Equity Plus	0.05%

The costs for the current period may vary from these amounts and may be greater (or lower) than past experience.

Borrowing costs are an additional cost to members. They are not included in costs disclosed in the investment fees or indirect cost ratios shown for each investment option.

## Property operational costs

Property operational costs are transactional and operational costs that relate to the management of real property held within an investment option. The estimated property operational costs (if any) for each of the investment options for the 12 month period to 1 July 2022 are set out in the table below:

Option	Property operational cost (estimated for the 12 month period to 1 April 2022)
Cash Plus	0.0%
Balanced	0.08%
Equity Plus	0.05%

The costs for the current period may vary from these amounts and may be greater (or lower) than past experience.

Property operational costs are an additional cost to members and have not been included in costs disclosed in the investment fees or indirect cost ratios shown for each investment option.

## Other fees and costs

### Family Law valuation fee

A fee of \$50 applies for every request made by an eligible person for information about your account under family law legislation. The fee is charged to the person requesting the valuation when the request is made and is payable by cheque.

### Family Law account splitting fee

If your account must be split to effect a Family Law splitting order or arrangement, a fee of \$50 applies. The fee will be divided evenly and deducted from your account and your former spouse's entitlement when the account split is processed.

### Personal advice fee

This fee is agreed between you and our preferred financial advice provider for personal advice. Generally, if the financial advice is about super or retirement income products, you can have this fee deducted from your account. We do not pay commissions to financial advisers.

## Tax and fees

### Goods and Services Tax (GST)

GST applies to most fees charged to the Fund (but is not payable on investments purchased by the Fund). Generally, we cannot claim full input tax credits for these fees, but may be entitled to reduced input tax credits for part of these fees. All the fees and costs shown in the table on page 16 are inclusive of GST and any applicable reduced input tax credits.

### Tax deductions

The Fund may be entitled to claim a tax deduction against its taxable income for expenses paid. In relation to investment and expense recovery fees, deductions claimed are applied against the Fund's taxable investment income before net investment earnings are credited to members' accounts. For more information about tax please refer to pages 20 and 21 of this PDS.

## Defined fees

The following is Government prescribed wording to define the fees recorded in the fees table on page 16 and other fees that are commonly charged by super funds. These definitions can also be found at [twusuper.com.au/feeterms](http://twusuper.com.au/feeterms).

### Activity fee

A fee is an *activity fee* if:

- a) the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:
  - i) that is engaged in at the request, or with the consent, of a member; or
  - ii) that relates to a member and is required by law; and
- b) those costs are not otherwise charged as an administration fee, an investment fee, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

### Administration fee

An *administration fee* is a fee that relates to the administration or operation of the superannuation entity and includes costs that relate to that administration or operation, other than:

- a) borrowing costs; and
- b) indirect costs that are not paid out of the superannuation entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee of the entity or in an interposed vehicle or derivative financial product; and
- c) costs that are not paid as an investment fee, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

### Advice fee

A fee is an *advice fee* if:

- a) the fee relates directly to costs incurred by the trustee of the superannuation entity because of the provision of financial product advice to a member by:
  - i) a trustee of the entity; or
  - ii) another person acting as an employee of, or under an arrangement with, the trustee of the entity; and
- b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an insurance fee.

### Buy-sell spread

A *buy-sell spread* is a fee to recover transaction costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.

### Exit fee

An *exit fee* is a fee, other than a buy-sell spread, to recover the costs of disposing of all or part of members' interests in the superannuation entity.

### Indirect cost ratio

The *indirect cost ratio* (ICR) for an investment option offered by the superannuation entity, is the ratio of the total of the indirect costs for the investment option, to the total average net assets of the superannuation entity attributed to the investment option.

Note: A fee deducted directly from a member's account or paid out of the superannuation entity is not an indirect cost.

### Investment fee

An *investment fee* is a fee that relates to the investment of the assets of the superannuation entity and includes:

- a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
- b) costs that relate to the investment of assets of the entity, other than:
  - i) borrowing costs;
  - ii) indirect costs that are not paid out of the superannuation entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee of the entity or in an interposed vehicle or derivative financial product; and
  - iii) costs that are otherwise charged as an administration fee, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

but does not include property operating costs.

### Switching fee

A switching fee for a superannuation product, other than a MySuper product, is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.

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## 10. Tax and social security

Understanding how tax, social security benefits and your account work together can help you make the most of your retirement savings. This section is a guide only and assumes that you are an Australian citizen for tax purposes. Tax and social security rules can be complicated and you are encouraged to seek advice from a licensed financial adviser before joining TransPension.

TWUSUPER can help you with comprehensive financial advice\*. See page 23 for more information on the financial advice services we offer.

### When you start

Generally, you won't pay any tax when you start your account. However, if any of the super you are using to start your account comes from an 'untaxed scheme' (typically older funds for public servants), tax will apply.

### Tax on investment earnings

With an Retirement Super Pension account, investment earnings are not taxed.

With a Pre-retirement Super Pension account, investment earnings are taxed at up to 15% (the same rate that applies to investment earnings in super funds).

### Tax on pension payments and lump sum withdrawals

#### If you are 60 or over

Your pension payments (or any lump sum withdrawals) are tax free and you do not need to report anything in your annual tax return.

#### If you are under 60

When you start your account we divide the opening balance into a tax free portion and a taxable portion, calculated as a percentage. This percentage (which does not change over time) is used to work out how much of each pension payment and lump sum withdrawal will be taxed.

The tax-free portion will generally consist of after-tax contributions and any Government co-contributions, as well as some other amounts (not everyone will have a tax-free portion). The taxable portion will consist of the remainder of the benefit.

Remember, once you reach 60, all pension payments and lump sum withdrawals are tax free.

### Tax on pension payments

You do not pay any tax on the tax free portion of your pension payments.

For the taxable portion of each pension payment (if any), tax will automatically be deducted on a 'Pay As You Go' (PAYG) basis (in the same way tax is deducted from salary you receive as an employee). After the end of each financial year, we will send you a payment summary to help you complete your annual tax return.

However, any tax you pay on your pension payments may be reduced by the following tax concessions:

- › 15% tax offset: if you are above your preservation age but under 60 (or if you are totally and permanently disabled), you are generally entitled to a 15% tax offset on the taxable portion of your pension payments (see page 1 to find out your preservation age).
- › tax free threshold: if your total income falls below the tax free threshold, you will not pay any tax on your pension payments. As at 1 July 2021, the tax free threshold is \$18,200 (equivalent to \$350 a week, \$700 a fortnight or \$1,517 a month).
- › low income tax offset: if you are under 60 and earn less than \$66,667 (as at 1 July 2021) you may qualify for all or part of the low income tax offset of up to \$700.

### Tax on lump sum withdrawals

You do not pay any tax on the tax free portion of any lump sum withdrawals.

For the taxable portion of each lump sum withdrawal, the tax you pay depends on your preservation age (see page 1):

- › Under your preservation age, you will be taxed at 20% (plus the Medicare levy).
- › Over your preservation age but under 60, the first \$225,000 is tax free. For any amount above \$225,000, you will be taxed at 15% (plus the Medicare levy). This figure is for the 2021/22 financial year and is indexed annually. It includes all lump sum withdrawals you receive before you reach 60, including those made in different financial years and from different super funds or retirement income funds.

### Tax on death benefits

The tax payable on death benefits depends on a number of things including how the money is paid and who receives it.

### If your account continues as pension payments

When you start your account, you can choose a beneficiary to continue receiving your pension payments if you die (known as a 'reversionary beneficiary' – see page 15):

- › If you are 60 or over when you die, pension payments to your reversionary beneficiary will be tax free (regardless of their age).
- › If you are under 60 when you die and your reversionary beneficiary is 60 or older, pension payments will generally be tax free.
- › If both you and your reversionary beneficiary are under 60 when you die, they will pay tax on the taxable portion of their pension payments at their marginal tax rate minus the 15% tax offset. Once they reach 60, any pension payments will be tax free.

### If your account is paid as a lump sum

The tax a beneficiary will pay depends on whether or not they are classified as your dependant (under taxation law). If your beneficiary:

- › is a dependant, their lump sum withdrawal is tax free.
- › is not a dependant, their lump sum withdrawal will be taxed as follows: 15% (plus the Medicare levy) on the taxable element of the taxable portion, and 30% (plus the Medicare levy) on the untaxed element of the taxable portion.

### The Centrelink Age Pension

On attaining the Age Pension age (66 at the time of issuing this PDS), you should be able to access the Centrelink Age Pension and other Centrelink benefits (such as the Pensioner Concession Card) in addition to the pension payments from TransPension.

The rules around the Age Pension and other social security benefits can be very complex and starting an account with TransPension could affect your and your spouse's Centrelink entitlements. We encourage you to seek advice from a licensed financial adviser before joining TransPension. TWUSUPER can help you with comprehensive financial advice\*. See page 23 for more information on the financial advice services we offer.

### Providing your Tax File Number (TFN)

If you provide us with your TFN you can avoid paying unnecessary tax.

Under the *Superannuation Industry (Supervision) Act 1993*, we are authorised to collect your TFN, which will only be used for lawful purposes, including:

- › finding and consolidating your super benefits with your consent as required
- › providing information, including your TFN, to the ATO (eg when you receive a benefit or if you are a lost member or have unclaimed benefits), or
- › providing information, including your TFN, to another super provider when your benefits are being transferred (unless you request in writing that your TFN not be disclosed).

We may, with your consent, use your TFN to locate amounts held for you in different super accounts you have with us or to consolidate any super accounts you have with other super providers. We may, with your consent, disclose your TFN to the ATO or another super provider in order for us to receive the results of any searches of the ATO's super records, to receive payment for any amount identified through the search process and transfer such payments to your account with us, or to otherwise assist in consolidating your super accounts.

It is not an offence not to quote your TFN. However, providing your TFN will have the following advantages:

- › it will make it much easier to trace different super accounts in your name so that you can consolidate your super before opening your TransPension account, and
- › other than the tax that may ordinarily apply, no additional tax will be deducted when you start drawing down your account.

\*The Trustee has engaged Industry Fund Services Limited (IFS) ABN 54 007 016 195, AFSL No 232514 to facilitate the provision of financial advice to members of TWUSUPER (Fund). See page 23 for further information.

## 11. Staying in touch

### Keeping track online

Our website [twusuper.com.au](https://www.twusuper.com.au) and secure online service, Member Online, makes it easy for you to keep up with the latest investment news and manage your account. Go to [twusuper.com.au/login](https://www.twusuper.com.au/login).

### Regular statements

Each year we will issue you an annual statement. If you are under 60, we'll send you a payment summary shortly after the end of each financial year to help you complete your tax return. In addition, we will lodge information with Centrelink as required. We'll also ask you to confirm any changes to your pension payments for the new financial year.

### If we lose touch with you

Please ensure that your contact details and banking details remain up to date at all times. If your pension payments are rejected and we cannot contact you using the personal contact details you have provided, we may be required to transfer your benefit to an Eligible Rollover Fund or the Australian Taxation Office.

## 12. More information

### Complaints

If you have a complaint or enquiry, please call **1800 222 071** or write to:

**Complaints Officer  
TWUSUPER  
GPO Box 779, MELBOURNE VIC 3001**

The Trustee is required to take reasonable steps to properly consider and deal with your enquiry or complaint within 90 days of it being made.

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 enquiry or 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 enquiry or 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 other decisions, 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 enquiry or 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 (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**W:** [www.afca.org.au](https://www.afca.org.au)  
**E:** [info@afca.org.au](mailto:info@afca.org.au)  
**T:** 1800 931 678 (free call)

In writing to:

**Australian Financial Complaints Authority,  
GPO Box 3, MELBOURNE VIC 3001**

**Note:** From 5 October 2021, new Government legislation reduces the 90 day period to 45 days.

### Protecting your privacy

Your personal information that we collect is used to:

- process your application and requests
- administer your account and provide you with benefit options
- correspond with you in relation to your account
- pay your benefits
- conduct research about how to improve our services and products.

We may arrange to provide other services to you. These services may include information on other products. We may arrange for a financial adviser to contact you to offer to assist you with financial planning. We may arrange for a service provider or the Australian Tax Office (ATO) to cross match your personal details with other super funds to help locate any other super accounts in your name.

We collect personal information from you when you use our website to lodge forms or if you send us documents containing personal information. If you do not want us to use your personal information to send you direct marketing material or our preferred financial services and advice companies to contact you in relation to their services, call us on **1800 222 071**. If you choose not to give us your personal information or provide

us with incomplete or inaccurate personal information, we may not be able to provide you with all the benefits of membership.

Unless required or authorised by law, we will only provide your personal information to authorised advisers, service providers or Government agencies that use the information to administer your account, or provide services to you or the Trustee relating to your account. In certain instances we may disclose your personal information to third parties and their related entities who provide services on our behalf. Mercer Outsourcing (Australia) Pty Ltd, as the Fund administrator, outsources some of its activities overseas and may disclose personal information to its related bodies corporate and third party service providers in countries including India and the US. We require any third party engaged by us to protect your information in accordance with privacy laws.

You can access your personal information by calling us on **1800 222 071**. In doing so, you can correct any personal information that may be incorrect.

If you want to complain about a possible breach of privacy, you may contact the Complaints Officer. If you are unsatisfied with the resolution of any complaints you make about a possible breach of privacy, you can contact the Australian Information Commissioner on **1300 363 992**. To view our full privacy disclosure, please visit [twusuper.com.au/privacy](https://www.twusuper.com.au/privacy)

## 13. Joining TransPension

To enjoy all the features and benefits of TransPension, complete the attached *TransPension application form* in full.

Setting up an account can be difficult and parts of the form are complicated. If you need any help completing the form, we're here to help; call us on **1800 222 071**.

1. **Get some help:** TransPension members can get limited financial advice\* over the phone. For straightforward matters about your account, such as investment choice, there is no extra cost to use this service – the cost is included in the fees that apply to all super accounts.

And if you're ready to take a closer look at your super or financial situation more generally, you can get comprehensive financial advice\* over the phone or face-to-face. There is no charge for an initial appointment – and at the end of the initial appointment, you will be provided with an obligation-free quote before deciding whether to proceed.

2. **Read this PDS:** This PDS will help you understand your choices.
3. **Think about combining your super:** You can't add any money to your TransPension account once it's started, so it makes sense to first combine your super into a single account. If you don't already have a super account with TWUSUPER, we can open one for you to receive any rollovers or contributions you want to use to start your TransPension account. Once we have received them all, we will open an account for you.
4. **Complete the application form:** After you have read this PDS, you'll find the application form inside the back cover. Complete and return that form to us. If you need help completing the form, call us on **1800 222 071**.

Once we receive your application, we'll set up your account and send you a welcome letter.

### Cooling off period

When you first join TransPension a 14 day cooling off period applies. During this period, you can cancel your membership by notifying us in writing. The cooling off period applies from the earlier of:

- › the time you receive confirmation of your membership, or
- › the end of the fifth day following the day you became a member.

The cooling off period ends when you transact on your account.

If you cancel your membership during the cooling off period, your balance may be adjusted to allow for positive or negative investment returns and tax.

If you wish to cancel your membership during the cooling off period, please contact us on **1800 222 071**.

### When we will ask you for ID

We require proof of identity before we can set up your account. We may also ask you for additional identification from time to time.

The Trustee has certain reporting obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*. The legislation prevents the Trustee from informing members that any such reporting has taken place. Where legally obligated to do so, the Trustee may disclose the information gathered to regulatory and/or law enforcement agencies, including the Australian Transaction Reports and Analysis Centre (AUSTRAC), banks, service providers or other third parties.

\*The Trustee has engaged Industry Fund Services Limited (IFS) ABN 54 007 016 195, AFSL No 232514 to facilitate the provision of financial advice to members of TWUSUPER (Fund). Advice is provided by TWUSUPER financial advisers who are representatives of IFS. Fees may apply. Further information about the cost of advice is set out in IFS' Financial Services Guide, a copy of which can be obtained by calling 1800 222 071. IFS is responsible for any advice given to you by its representatives.

The cost of providing certain phone-based financial advice services is incorporated into the fees that are applicable to all accounts. Fees for comprehensive financial advice provided to you either over the phone or face-to-face are charged to you directly and will be set out in your Statement of Advice.

This document has been prepared and issued by the Trustee.

# Financial Services Guide (FSG)

TWU Nominees Pty Ltd ABN 67 002 835 412, AFSL No 239163, as Trustee of TWUSUPER (ABN 77 343 563 307). TransPension is a division of TWUSUPER.

## Contact Details:

GPO Box 779  
MELBOURNE VIC 3001  
Telephone: 1800 222 071

## Financial Services Guide (FSG)

Issued 1 July 2021

USI: TWU0003AU

The purpose of this FSG is to assist you in deciding whether to use the financial services provided by TWU Nominees Pty Ltd ('TWU Nominees') in relation to superannuation interests in TWUSUPER ('the Fund').

### This FSG provides information on:

- › the services we offer employers, potential members and members
- › any potential conflict of interest we may have in providing the financial services
- › any remuneration or commission which we, our employees, or anyone else may receive in relation to the financial services offered
- › 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 the TransPension division of the Fund (TransPension).

TWU Nominees is the trustee of the Fund, a public offer superannuation fund. 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*.

The Fund's account based income stream ('pension') benefits are available through TransPension. The non-pension divisions of the Fund also provide for employers to meet their superannuation contribution obligations contained in awards, other industrial agreements and super guarantee requirements by contributing to the Fund, and allow members of the public to join and contribute to the Fund for their retirement.

## 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 proposing that you become a member of TransPension. We need to give you all the information you need to know about becoming a member of TransPension, including the fees and charges that you will incur and the rights and obligations you have by becoming a member of TransPension. All this information is contained in the PDS part of the Combined FSG and 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, the employees 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 if you decide to become a member of TransPension.

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

Advice may be received about TransPension from, or interests in TransPension 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 an FSG 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 TransPension'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 TransPension is issued (or when the interest is otherwise dealt with). The only benefit TWU Nominees receives for managing TransPension 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 TransPension 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 provided 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 TransPension's Complaints Officer by:

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

**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 enquiry or complaint within 90 days of it being made. 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 enquiry or 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 enquiry or 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 other decisions, 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 enquiry or 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.

Any queries about any of the issues raised above should be directed to TransPension on **1800 222 071**.



# TransPension application form

Issued with a Combined Financial Services Guide (FSG) and Product Disclosure Statement (PDS) dated 1 July 2021

## ABOUT THIS FORM

Complete this form to let us know:

- your personal details
- the type of pension account you need
- your opening balance and how you would like it invested
- your pension amount and payment method, and
- who you'd prefer to receive your benefit if you die while you're receiving pension payments.

## IMPORTANT INFORMATION

A minimum opening balance of \$10,000 is required to start a TransPension account.

You can only open a TransPension account if you are an Australian Citizen/Permanent Resident or New Zealand Citizen.

## IF YOU NEED HELP

For help completing this form call us from **8am to 8pm (AEST/AEDT) weekdays on 1800 222 071**. We're here to help.

Please complete all sections of this form as applicable, sign at Step 13, and return the completed form and Certified ID to **TWUSUPER, GPO Box 779, Melbourne VIC 3001**.

## 1. YOUR PERSONAL DETAILS

Mr / Mrs / Ms / Miss / Other

Gender  Male  Female

Given name

Surname

Date of birth   /   /

Residential address (must be advised)

Suburb

State

Postcode

Postal address (if different to the above)

Suburb

State

Postcode

Daytime telephone

Mobile

E-mail

See the 'Sign the form' section of this form for details of how we use your email address and mobile phone number.

## 2. ACCOUNT TYPE

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TWUSUPER offers two types of pension accounts, a Pre-retirement Super Pension account and a Retirement Super Pension account. If you are unsure what pension type applies to you, please refer to your Product Disclosure Statement (PDS).

Select one option ✓

- Pre-retirement Super Pension – **go to Step 4**       Retirement Super Pension – **go to Step 3**

## 3. PRESERVATION STATUS (NOT APPLICABLE FOR PRE-RETIREMENT SUPER PENSION ACCOUNTS)

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**I declare that I have** (select one option ✓):

- reached my preservation age\* and ceased gainful employment of at least 10 hours per week and do not intend to return to gainful employment of at least 10 hours per week (the Trustee may require supporting evidence); or
- reached at least age 60 or over and have left an employer after turning age 60; or
- reached age 65 or over; or
- suffered Total and Permanent Disablement (TPD) or permanent incapacity and I am no longer in paid employment (the Trustee will require supporting evidence).

\*To confirm your preservation age, please refer to page 1 of the Product Disclosure Statement (PDS).

## 4. YOUR OPENING BALANCE

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There is a limit on the amount of money you can have in all of your retirement super pension accounts, including a TransPension Retirement Pension account. Generally, this only applies to members with a combined balance over \$1.7 million. Please go to [www.ato.gov.au/super](http://www.ato.gov.au/super) for further information.

The minimum opening balance required is \$10,000.

Please start my pension account with the following amounts:

### Transfer from my TWUSUPER balance:

- Maximum amount available - I understand this will close my TWUSUPER account and cancel any insurance held on my account (not available for Pre-Retirement Super Pensions).
- Partial amount of \$   
(a minimum of \$7,500 must be kept in your TWUSUPER account if you wish to leave it open).
- Partial amount of my account balance leaving the minimum of \$7,500 in my super account.

My TWUSUPER account number is

**NOTE:** If you intend to claim a tax deduction on contributions you have made into your existing TWUSUPER account, you will need to complete and submit a *Notice of intent to claim or vary a deduction for personal super contributions* form before submitting this form. Please go to [www.ato.gov.au/super](http://www.ato.gov.au/super) for further information.

### Rollover additional super monies from my other super accounts:

Rollover from

<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	\$	<input type="text"/>
<b>Total</b>		\$ <input type="text"/>

We can request to rollover your other super accounts into TWUSUPER on your behalf. If you would like TWUSUPER to initiate your rollover request(s), complete the *Rollover request* form at the back of this form.

## 5. CHOOSE YOUR INVESTMENT OPTIONS

---

You can choose to invest your opening balance in one investment option or any combination of the options available. Complete the table below to make your investment choice. If you don't make a choice or the total percentage does not add up to 100%, it may cause a delay in processing your application. For more information about making an investment choice, refer to pages 9-14 of the Product Disclosure Statement (PDS).

	Percentage to be invested			
<b>Equity Plus</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
<b>Balanced</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
<b>Cash Plus</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
<b>Total</b>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	%

## 6. CHOOSE YOUR PAYMENT DRAWDOWN

---

### Payment drawdown

I wish to have my pension payments drawn (select one ✓):

**Proportionately from my investments**

If you nominate for your pension payments to be made proportionately, it is important to note that over time the percentage invested in each investment option will change depending on movements (e.g. income stream payments, withdrawals, etc.) in your account and the performance of your chosen investment options.

**In accordance with the proportions indicated below:**

	Percentage to be drawn			
<b>Equity Plus</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
<b>Balanced</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
<b>Cash Plus</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	%
<b>Total</b>	<input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	%

If your selection is unclear or does not add up to 100%, payments will be drawn proportionately from your investments. Once there is no longer enough money in your chosen options, your payments will be paid proportionately from your investments.

## 7. DECIDE ON YOUR PAYMENT FREQUENCY AND AMOUNT

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### Payment frequency

I wish to receive my pension payments (select one option ✓):

Fortnightly     Monthly     Quarterly     Half yearly     Yearly

When would you like your pension payments to start? For any questions, please refer to page 8 of the Product Disclosure Statement (PDS).

Start my payments on the next standard payment date after my application is processed.

### OR

Start my payments on the next standard payment date after   /   /

Note: Pension payments are made on the 28th of the month (or on every second Tuesday for fortnightly payments).

To ensure you meet the payment date on the month you specify, you should endeavor to provide us with your completed (and correct) form at least 10 days before the payment date. If you do not advise a starting month your payments will commence on the next available payment date.

If you do not tick an option above, it may cause a delay in processing your application.

### Payment amount

I wish to receive my pension payment in the following amount (select one option ✓):

- Minimum amount
- Nominated amount of \$  per the payment frequency I have selected above
- Maximum amount of 10% (only applicable to Pre-retirement Super Pension accounts)

Note: If your nominated amount is less than the minimum or greater than the maximum, your payment amount will be adjusted to be either the minimum or maximum.

If you do not tick an option above, your pension payments will be made at the minimum amount permitted.

## 8. NOMINATE YOUR BANK ACCOUNT

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Name of institution

BSB

Account number

Account name

**Note:** The account nominated above must be in your name (including joint accounts) and must be an account for which you can sign to withdraw, either solely, or with another person.

### Bank statement

I have included a copy of a bank statement as proof of the account detailed above, not more than 12 months old.

## 9. NOMINATE YOUR BENEFICIARIES

### Who gets your super if you die?

It's important to nominate a beneficiary, so we know who your pension should go to in the event of your death. You have the option of nominating a beneficiary(s) to receive your pension benefit as a lump sum or you can nominate a reversionary beneficiary to receive your pension benefit via ongoing pension payments. Please refer to page 15 of the Product Disclosure Statement (PDS) for an explanation of the options available to you, or call us on **1800 222 071**.

Select one option ✓

**Reversionary beneficiary**

Please refer to the Product Disclosure Statement (PDS) for information on who can be nominated as a reversionary beneficiary. You can only nominate one person as a reversionary beneficiary, and you cannot change this nomination once your pension starts.

Name

Relationship

Date of Birth

 /  / 

Male

Female

**Binding beneficiary**

To make a binding nomination, you need to complete the *Binding Death Benefit Nomination* form, available from [twusuper.com.au/forms](http://twusuper.com.au/forms) or by calling us on **1800 222 071**.

**Non-binding beneficiary** (complete the table for each beneficiary)

The Trustee has the discretion to determine to whom your death benefit is paid, and will take your nomination of beneficiaries into account, but is not legally bound by this unless a binding or reversionary beneficiary nomination is made and is valid. You can change your nomination at any time, and this will cancel any previous nomination.

If I die while a member of TWUSUPER, I'd prefer my death benefit to be paid to the following people in the proportions shown. Please ensure that your nominations are whole numbers and add up to 100%.

Name

Relationship to you\*

Proportion of payout

 %

**Total**

**100%**

\* The persons you nominate must be your 'Dependant' or legal personal representative (that is, the executor or administrator of your estate). Please refer to page 15 of the Product Disclosure Statement (PDS) for the definition of a dependant.

## 10. TAX FILE NUMBER DECLARATION

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Pension payments are classified as income by the Australian Taxation Office (ATO) and depending on your age, you may be subject to income tax.

If you are under age 60, please complete an ATO tax file number declaration form and attach the completed form to this application. It is not compulsory for you to provide your tax file number, but if you don't there may be taxation and other consequences.

**I declare that** (select one option):

- I am under age 60 and have attached a completed ATO tax file number declaration form.
- I am under age 60 and have not attached a completed ATO tax file number declaration form. I understand that income tax will be deducted from my income stream payments at the highest marginal rate until I provide a completed ATO tax file number declaration form to the Trustee of TWUSUPER.
- I am aged 60 or over and do not need to complete an ATO tax file number declaration form.

## 11. ATTACH PROOF OF IDENTITY

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For identification purposes, you **MUST** attach a certified copy of either your Driver's Licence or Passport (or acceptable alternatives). See the 'Completing proof of identity' section for details of certification and acceptable alternative documents. Failure to provide appropriate proof of identification may result in delays in the processing of your payment(s).

- I have attached certified proof of my identification.

## 12. CENTRELINK SCHEDULE

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Once your pension account has been created, you can expect to receive a Centrelink Schedule within 3 working days. If you (or your spouse) receive income support payments from Centrelink or the Department of Veterans' Affairs, you should provide this Centrelink Schedule to them.

## WE RESPECT YOUR PRIVACY

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Our Privacy Policy explains how we collect, use and protect your personal information. Call us on **1800 222 071** or visit **[twusuper.com.au/privacy](https://www.twusuper.com.au/privacy)** for a copy.

## 13. SIGN THE FORM

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### By signing this form I:

- acknowledge that I have read and understood this form
- acknowledge that I have received all information I require in order to exercise the choices I have made
- acknowledge that I have read and understood the Combined Financial Services Guide and the Product Disclosure Statement and agree to be bound by it
- accept that I will be bound by the provisions of the trust deed and rules which govern the operation of TWUSUPER
- understand that the investment for my TWUSUPER pension will be made up of one or more lump sums which are with TWUSUPER, or have or will be rolled into TWUSUPER, and that the pension is not guaranteed for life or any set period
- understand that for consolidation purposes a temporary super account may be opened in my name using my personal details provided in this application, and that:
  - no insurance cover will be attached to this temporary super account
  - money deposited into this temporary super account will be invested in the default investment option
  - the temporary super account will be automatically exited once all contributions or external roll-ins (as requested in this application) have been received and transferred to my new pension account, and
  - if no money is deposited into it, the temporary super account will be closed 60 days after opening.
- understand that once opened, my TWUSUPER pension account cannot accept additional lump sum amounts
- understand that the investment choice I have indicated will be used to invest my initial investment amount
- understand that the payment strategy I have indicated will apply to my account balance until further notice from me
- accept that the explanations of investment risk and return outlined in the PDS are based on assumptions which may or may not be borne out in practice
- understand that investment returns are not guaranteed and can be positive or negative
- acknowledge that, if I need assistance in relation to establishing my pension, I should seek advice from a licensed financial adviser
- acknowledge that caps apply to the amount I can transfer into a tax-free 'retirement phase' account (such as TransPension) and it is my responsibility to monitor these
- acknowledge that if I provided my email address and/or mobile phone number in this application form, the Trustee may, at its discretion, use that email address or mobile phone number (as amended and notified to the Trustee from time to time):
  - to send me information concerning my super, including any annual reports, member and exit statements, notices of material changes or occurrence of significant events and other member communications or publications, and
  - for marketing and research purposes, including sending me information about other financial products or services offered by the Trustee or any of its related parties (unless I have requested TWUSUPER not to do so by contacting the Member Service Team).
- acknowledge that the Trustee may provide any member communications (including any annual reports, member and exit statements, notices of material changes or occurrence of significant events and other member publications) and/or marketing and research material that are permitted by law to me by:
  - sending it to me by email (which may include a link to a website from where it can be downloaded) where I have provided my email address including any email address provided by any other person on my behalf, and /or
  - SMS (where I have provided a mobile phone number to TWUSUPER), and/or
  - making it available to me on a website from where it can be downloaded.
- understand and consent to my information being collected, disclosed and used in the manner set out in this application form
- understand that, under Australian Taxation Office regulations, I must keep a copy of this form for five years from the date completed
- declare that the information I have provided in the application form is true and correct.

Signature	Date
 <input data-bbox="240 1892 798 1951" type="text" value="X"/>	<input data-bbox="890 1892 965 1930" type="text" value="D"/> <input data-bbox="973 1892 1048 1930" type="text" value="D"/> / <input data-bbox="1056 1892 1131 1930" type="text" value="M"/> <input data-bbox="1139 1892 1214 1930" type="text" value="M"/> / <input data-bbox="1222 1892 1297 1930" type="text" value="Y"/> <input data-bbox="1305 1892 1380 1930" type="text" value="Y"/> <input data-bbox="1388 1892 1463 1930" type="text" value="Y"/> <input data-bbox="1471 1892 1546 1930" type="text" value="Y"/>

**Print, sign and return this form to the Fund along with your certified documents to:**  
TWUSUPER, GPO Box 779, Melbourne VIC 3001

# Rollover request

## ABOUT THIS FORM

Use this form to provide TWUSUPER with authority to transfer your super from another fund to TWUSUPER.

Complete this form separately for each super fund you wish to transfer your super from.

## IF YOU NEED HELP

For help completing this form call us from **8am to 8pm (AEST/AEDT) weekdays on 1800 222 071**. We're here to help.

Please complete all sections of this form, sign at Step 3, and return the completed form to **TWUSUPER, GPO Box 779, Melbourne VIC 3001**.

## 1. YOUR PERSONAL DETAILS

We will use this information to verify your membership with TWUSUPER

Member number

Account number

Mr / Mrs / Ms / Miss / Other

Date of birth  /  /

Given name

Surname

If we have any questions about this form we'll contact you on the details you provide below:

Daytime telephone

Mobile

E-mail

## 2. ROLLOVER FUND DETAILS

Fund name

Membership or Policy number

Fund ABN

Unique Superannuation Identifier (USI)

**Transfer Amount** (select one box):  Full amount  A partial amount of \$

## 3. SIGN THE FORM

### By signing this form I:

- acknowledge that I have read and understood this form
- request that TWUSUPER transfer the specified value held in respect of me for the selected super funds or policies
- understand that on payment by my previous super fund(s), I discharge that super fund(s) from any further liability in respect of the amount transferred
- understand that information contained in this request will be handled by the Trustee(s) to process my rollover
- understand some rollovers received may be subject to 15% tax (eg. rollovers from untaxed sources)
- consent to my Tax File Number being disclosed for the purposes of consolidating my account
- understand that all amounts transferred from my previous fund(s) will be credited to this account and accumulate with investment returns (both positive and negative) based on my chosen investment option, or the default option if I have not made (or are ineligible to make) any investment choice
- understand that I may lose any insurance entitlement I have in my previous fund(s) (you can check a recent statement)
- understand that, under Australian Taxation Office regulations, I must keep a copy of this form for five years from the date completed
- understand and consent to my information being collected, disclosed and used in the manner set out in this form
- understand that I have the right to ask my previous super fund for information I reasonably require for the purpose of understanding any super entitlements I may have in that fund, including information about fees and charges that may apply to the transfer and information about the effect of the transfer of any entitlements I have in my previous super fund. I confirm that I do not require such information from my previous fund (or I already have that information).

Signature

Date

Sign here

# Proof of identity

## Protecting your super

### Why we need proof of your identity

By law, we have to confirm your identity when you:

- > want to withdraw money from your super account
- > change your name (see below)
- > make a claim as the beneficiary of a member who is deceased.

This protects you and your money against fraud or theft.

This fact sheet outlines the most commonly provided proof of identity documents and the most commonly used people who are authorised to certify those documents. For a complete list, go to [twusuper.com.au/certify](https://www.twusuper.com.au/certify) or call us on **1800 222 071** 8am to 8pm (AEST/AEDT) weekdays.

### Changing your name

If you are changing your name, you'll need to provide original certified copies of documents that show a connection between your new name and your previous name. These documents include:

- > a name change document issued by the Registry of Births, Deaths and Marriages
- > a marriage certificate
- > a divorce order
- > your birth certificate.

### How to get your proof of identity documents certified

The person who is authorised to certify your documents (see over) must see the original and the copy to ensure both documents are identical, then certify all pages are true copies by writing or stamping 'Certified true copy' followed by:

- > their signature
- > printed name
- > qualification (eg Justice of the Peace, Australia Post employee)
- > registration number (if applicable), and
- > date.

### People of Aboriginal and Torres Strait Islander heritage

Flexible approach to reliable and independent documentation for persons of Aboriginal and/or Torres Strait Islander heritage

There may be circumstances where persons of Aboriginal and/or Torres Strait Islander heritage may be unable to produce conventional identification documents or produce ones with conflicting information.

In certain circumstances, TWUSUPER may allow for the adoption of a flexible approach to identification and verification of persons of Aboriginal and/or Torres Strait Islander heritage; especially those in remote communities

### Proof of identity documents

You have two options when deciding which proof of identity documents to use:

#### Option 1

A certified copy of one of the following:

- > current photographic driver's licence
- > current photographic proof of age card
- > current passport or a passport that expired within the last two years (with English translation where appropriate)
- > current photographic national identity card (with English translation where appropriate).

#### Option 2

A certified copy of one of the following:

- > birth certificate or birth extract (with English translation where appropriate)
- > citizenship certificate issued by the Commonwealth or foreign government (with English translation where appropriate)
- > current pension card issued by Centrelink that entitles you to financial benefits.

#### Plus

A certified copy of one of the following (showing your name and current residential address):

- > notice issued by the Commonwealth, State or Territory Government within the last 12 months which records the provision of financial benefits (eg a Government assistance payment)
- > notice issued by the Australian Tax Office within the last 12 months which records a debt payable or refund due (eg a Notice of Assessment)
- > notice issued by a local council or utility provider within the last three months (eg a rates notice from your local council).

by way of a document such as an indigenous community identity card, or a formal reference/statement as to the member's identity accepted from one of the categories of persons listed below, correspondence from a government authority that shows the customer's name or (with the approval of the AML/CTF Compliance Officer) a photograph of the person incorporated into a statement as to the identity of the customer, using the letterhead stationery of the organisation.

Referees for Identification and Verification of identity of Aboriginal and Torres Strait Islander people

The Trustee may accept referee statements from the following (or any other person with the approval of the AML/CTF Compliance Officer):

- › Chairperson, Secretary or CEO of an Aboriginal/Torres Strait Islander organisation, or a board member of a local Aboriginal Land Council

- › School principal or School counsellor
- › A Minister of Religion
- › Health Professional or Manager in Aboriginal/Torres Strait Island Medical Services
- › Police officer
- › Another person before whom a statutory declaration can be made
- › Community leader or recognised Elder (who is not a parent, sibling, or child of the subject)
- › The customer's current employer or manager.

Please note: TWUSUPER may require referees to themselves provide a government document attesting to their identity.

## Who can certify your proof of identity documents?

The people listed below can certify copies of your proof of identity documents:

- › a person who is enrolled on the roll of the Supreme Court of a state or territory, or the High Court of Australia, as a legal practitioner (however described)
- › an officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having two or more continuous years of service with one or more licensees
- › a person licensed under a current state or territory law to practise in any of the following occupations:
  - Chiropractor
  - Dentist
  - Legal practitioner
  - Medical practitioner
  - Nurse
  - Optometrist
  - Patent attorney
  - Pharmacist
  - Physiotherapist
  - Psychologist
  - Trade-marks attorney
  - Veterinary surgeon
- › also a person falling within any of the following categories:
  - Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
  - Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*)
  - Bailiff
  - Bank officer with two or more continuous years of service
  - Building society officer with two or more years of continuous service
  - Chief Executive Officer of a Commonwealth court
  - Clerk of a court
  - Commissioner for Affidavits
  - Commissioner for Declarations
  - Credit Union officer with two or more years of continuous service
  - Employee of the Australian Trade Commission who is:
    - in a country or place outside Australia; and
    - authorised under paragraph 3 (d) of the *Consular Fees Act 1955*; and
    - exercising his or her function in that place
  - Employee of the Commonwealth who is:
    - in a country or place outside Australia; and
    - authorised under paragraph 3 (c) of the *Consular Fees Act 1955*; and
    - exercising his or her function in that place
  - Fellow of the National Tax Accountants' Association
  - Finance company officer with 2 or more years of continuous service
  - Holder of a statutory office not specified in another item
  - Judge of a court
  - Justice of the Peace
  - Magistrate
  - Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the *Marriage Act 1961*
  - Master of a court
  - Member of Chartered Secretaries Australia
  - Member of Engineers Australia, other than at the grade of student
  - Member of the Association of Taxation and Management Accountants
  - Member of the Australian Defence Force who is:
    - an officer; or
    - a non-commissioned officer within the meaning of the *Defence Force Discipline Act 1982* with two or more years of continuous service; or
    - a warrant officer within the meaning of that Act
  - Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants
  - Member of:
    - the Parliament of the Commonwealth; or
    - the Parliament of a state; or
    - a territory legislature; or
    - a local government authority of a state or territory
  - Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*
  - Notary Public
  - Permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office supplying postal services to the public
  - Permanent employee of:
    - the Commonwealth or a Commonwealth authority; or
    - a state or territory or a state or territory authority; or
    - a local government authority; with two or more years of continuous service who is not specified in another item in this Part
  - Person before whom a statutory declaration may be made under the law of the state or territory in which the declaration is made
  - Police officer
  - Registrar, or Deputy Registrar, of a court
  - Senior Executive Service employee of:
    - the Commonwealth or a Commonwealth authority; or
    - a state or territory or a state or territory authority
  - Sheriff
  - Sheriff's officer
  - Teacher employed on a full-time basis at a school or tertiary education institution
  - Member of the Australasian Institute of Mining and Metallurgy
  - An officer with, or a credit representative of, a holder of an Australian credit licence, having two or more years of continuous service with one or more licensees
  - A person who, in the country of where the identity documents are certified, is or is the equivalent of a:
    - Justice of the Peace
    - Notary Public
    - Court Official
    - Legal practitioner holding a current practicing certificate
  - Person authorised by local law to witness court documentation, official documents or identity documents.

## We're here to help

If you have any queries or need help to complete the paperwork please call us on **1800 222 071** between Mon-Fri 8am – 8pm (AEST/AEDT).





For the people who  
keep Australia moving

