

Fund contact details	
phone	1300 022 762
email	hello@crueltyfreesuper.com.au
post	GPO Box 263 Sydney NSW 2001
website	www.crueltyfreesuper.com.au

# Cruelty Free Super Product Disclosure Statement

Issued Date 1 May 2018

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## Section 1: About Cruelty Free Super

Cruelty Free Super provides superannuation products for personal superannuation members who have an interest in ethical and other values (including the avoidance of cruelty to animals). This PDS relates to accumulation accounts in the product issued from the Fund, known as Cruelty Free Super.

You can find the latest PDS for Cruelty Free Super, and any other information we are required to make available to members on the Fund's website, [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au)

Future Super Asset Management Ltd (Future Investment Services) (ABN 81 002 558 956 AFSL 238184) is the Promoter and the Investment Manager for Cruelty Free Super. OneVue Supera Services Pty Limited (ABN 74 006 877 872 AFSL 246883) is the Administrator for Cruelty Free Super. The trustee of the Fund is Diversa Trustees Limited (ABN 49 006 421 638 AFSL 235153). Insurance cover is provided to eligible members by AIA Australia Limited (ABN 79 004 837 861 AFSL 230043).

To access information regarding Trustee details and policies that a trustee must make available on the Fund's website, please visit [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au)

Cruelty Free Super offers only one choice of investment strategy for all members of Cruelty Free Super. The Fund does not offer a MySuper product, therefore, we are unable to accept contributions on your behalf unless an **Application Form** has been completed and an investment choice has been made.

To open an account, you can either join online using our electronic **Application Form** available at <https://join.crueltyfreesuper.com.au> or complete the **Application Form** which accompanies this PDS and submit it to us (contact details on the front page). This form lets you make an investment choice however you must read the PDS before doing so.

Important: Issued by Diversa Trustees Limited [ABN 49 006 421 638, AFSL 235153, **RSE Licence L0000635**] ("Trustee") as trustee of Grosvenor Pirie Master Super Fund—Series 2 (the "Fund"), [ABN 32 367 272 075] [R1072914]. **Cruelty Free Super is a sub plan of the Fund.**

The information in this Product Disclosure Statement (PDS) is up to date at the time of preparation. However, information in this PDS is subject to change from time to time. The Trustee reserves the right to update information that is not materially adverse at any time. Updated information can be obtained by going to the fund's website [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or calling us on **1300 022 762**. You may request a paper copy of this PDS and any updated information at any time, free of charge.

This PDS is a summary of the significant information which you need to consider before making a decision about Cruelty Free Super. It includes references to important information that forms part of the PDS and is included in the Additional Information Booklet and the Insurance Guide dated 1 May 2018. The Additional Information Booklet and Insurance Guide can be found on our website or by contacting us on **1300 022 762**.

Information in the PDS is general information only and does not take account of your personal financial situation or needs. You should obtain financial advice that is tailored to your personal circumstances.

In this document, 'we' means Diversa Trustees Limited as trustee for the Fund.



**Warning:** The advice in this document is of a general nature only. It does not take into account your individual objectives, financial situation or needs. Therefore you should consider whether this advice is appropriate for you, having regard to your own circumstances, before relying on it. We recommend you seek advice from a licensed financial adviser before making any decisions about this product. For more information about Cruelty Free Super, see the Additional Information Booklet available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or call 1300 022 762. You should read the important information in the Additional Information Booklet before making a decision.

## Section 2: How super works

Superannuation is a means of saving for retirement which is, in part, compulsory. Most Australian employers are required by government legislation to contribute a minimum of 9.5% of an employee's ordinary time earnings to a superannuation fund nominated by the employee or, if an employee does not nominate a fund, to the employer's default fund that offers a "MySuper" product. These compulsory contributions are referred to as Superannuation Guarantee (SG) contributions. You can also make contributions towards superannuation.

There are different types of contributions available to a person including SG contributions, additional employer contributions (for example, salary sacrifice contributions), voluntary member contributions and government co-contributions.

There are limitations on the contributions to, and withdrawals, from superannuation. These limitations apply to all superannuation funds.

Superannuation receives concessional tax treatment. That is, tax savings are provided by the government. Refer to Section 7 of this PDS for more information. As most people have a right to choose which fund their employer should direct their SG contributions (called "Choice of Fund"), it's important you take an interest in your super and help it grow into a healthy retirement nest egg. Contact your employer to check whether you can make a Choice of Fund. Further information about Choice of Fund is available from [www.ato.gov.au](http://www.ato.gov.au).

You can access your superannuation savings once you retire on or after reaching your preservation age or in other circumstances permitted by law (for example, death, permanent incapacity and financial hardship), called "conditions of release". The conditions of release for temporary residents vary from those applicable to Australian citizens, New Zealand citizens or permanent residents of Australia.

There are certain circumstances in which superannuation benefits must be transferred by the Trustee to the Tax Office (for example, small or unidentifiable lost accounts, unclaimed benefits on or after age 65 and unclaimed benefits of former temporary residents).

General information about super is available from [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

You can also make additional superannuation contributions. Even small amounts, can help grow your superannuation balance over time. You can make additional contributions by:

- salary sacrificing—asking your employer to deduct additional contributions from your pay before tax is deducted
- making personal contributions from your own savings or after-tax earnings
- self-employed contributions—self-employed members may be able to claim a tax deduction for their superannuation contributions
- transferring the superannuation you have in another fund to Cruelty Free Super.

When you make additional personal contributions, you may also be entitled to a co-contribution from the government. Annual limits apply to the amount of contributions that can be paid into your super fund—both from your employer and personally. Further information is provided in the Additional Information Booklet. By combining the accounts you have with different super funds you may save on fees and easily keep track of your investments. You can combine your super into your Cruelty Free Super account by completing the rollover form at the time of joining (via [join.crueltyfreesuper.com.au](http://join.crueltyfreesuper.com.au)) or through your online member portal. We recommend you seek financial advice and consider any fees or loss of insurance or other benefits before combining your accounts.

Superannuation is intended to provide for your retirement and you usually cannot access your superannuation until you reach your preservation age (between ages 55-60, depending on your date of birth). There are some circumstances when you can withdraw your super earlier, such as severe financial hardship. General information about super is available from [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

You should read the important information about how super works before making a decision. Go to section 1 of the Cruelty Free Super Additional Information Booklet available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by calling Cruelty Free Super on 1300 022 762. The material relating to how super works may change between the time you read this PDS and the day when you acquire this product.

## Section 3: Benefits of investing with Cruelty Free Super

Benefits of investing with Cruelty Free Super include:

- Portability: your Cruelty Free Super accounts can remain with you as you change jobs, approach retirement and in your retirement.
- Experience: the Investment Manager Future Investment Services has a long history of providing investment management services.



Members have an accumulation style account, which means any contributions made for them accumulate over time with any investment earnings (which may be positive or negative) after taking into account any fees, costs or other charges (eg. insurance premiums or taxes).

Members' contributions and/or account are invested in a single investment strategy, referred to as the Cruelty Free Growth Investment strategy. There are no minimum contribution or investment amounts required.

Members can also apply for insurance cover for death, total and permanent disablement and income protection at competitive premium rates.

When a member retires, or meets some other legislative condition for payment of their superannuation such as permanent incapacity, death or financial hardship, their account is payable as one or more lump sums.

You can transfer superannuation in or out of the Fund. No minimum withdrawal is required.

Other significant features & benefits of this product:

- Contribution-splitting with your spouse is available.
- Investment earnings are passed on to members, after allowing for relevant fees, costs and taxes, through unit prices.
- Online reporting is available.
- We have processes in place to protect the privacy of your personal information.

You may verify the receipt of the initial contribution, the payment of any withdrawals and all changes of details via your online member portal. We shall send you "Welcome" documents when you make an initial investment. You may obtain confirmation of other transactions by contacting Cruelty Free Super on 1300 022 762.

You should read the important information about the benefits and features before making a decision. Go to Section 2 of the Cruelty Free Super Additional Information Booklet available by at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by calling Cruelty Free Super on 1300 022 762. The material relating to benefits and features may change between the time you read this PDS and the day when you acquire this product.

## Section 4: Risks of super

Things you should know:

- All investments carry risk
- Different investment strategies may carry different levels of risk depending on the assets that make up the strategy
- Assets with the highest long-term returns (such as shares and property) may also carry the highest level of short-term risk.

The significant risks associated with this product include investment risks such as risks arising from:

- changes in the economic and political climate, and changes in government policies and superannuation laws
- changes in interest rates
- use of derivatives
- inadequate diversification
- ethical screening risk
- investment decisions made by the Investment Manager or external fund managers.

We recommend you consult a licensed or authorised financial adviser for assistance with how to manage your investment risk having regard to your personal objectives, situation or needs.

Other general risks are:

- The value of your investment will vary
- The level of returns will vary, and future returns may differ from past returns
- Returns are not guaranteed, and you may lose some of your money
- Superannuation laws may change in the future
- The amount of your future superannuation savings (including contributions and returns) may not be enough to provide adequately for your retirement
- Your level of risk will vary depending on a range of factors including your age, investment timeframe, where other parts of your wealth are invested and your risk tolerance.

When considering an investment in Cruelty Free Super, you should also bear in mind the Environmental, Social and Governance (ESG) screening risk—because Cruelty Free Super screens out types of investments due to ethical reasons, the fund may produce returns which perform differently to other super funds. Section 5 of this PDS contains the risk profile of the Cruelty Free Growth Investment strategy.

You should read the important information about risks before making a decision Go to Section 3 of the Cruelty Free Super Additional Information Booklet available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by calling Cruelty Free Super on 1300 022 762. The material relating to risks may change between the time you read this PDS and the day when you acquire this product.



## Section 5: How we invest your money

Warning: You should consider the likely investment return, the risk and your investment time frame when making an investment decision.

Cruelty Free Growth Investment Strategy				
Suitability	This strategy is suitable for members comfortable with accepting short term market/ performance volatility in order to achieve higher returns. This product is designed for members who want to save for their retirement without investing in companies whose activities include the abuse or exploitation of animals or who are not consistent with ethical, environmental or social values.			
Objective	This option aims to provide investors with the highest possible returns consistent with a 'growth' investment strategy, through investment in companies and assets that specifically do not harm animals. Specific allocations may vary but Cruelty Free Super will retain a broad 70/30 split between growth and income assets and a bias toward Australian assets.			
Return objective	CPI + 2.25% per annum over rolling 8 year periods (after fees and taxes)			
Investment strategy	The option aims to invest in a diverse mix of assets with the majority in growth assets such as shares, with a modest investment in defensive assets such as cash and fixed interest. The option's exposure to these asset classes will be obtained primarily by holding assets directly, including Exchange Traded Funds.			
Asset classes and benchmark allocations		<b>Upper Limit</b>	<b>Lower Limit</b>	<b>Benchmark</b>
	Australian shares*	85%	45%	70.0%
	International shares*	15%	0%	0.0%
	<b>Total growth</b>	<b>70.0%</b>		
	Australian Fixed interest	45%	15%	25%
	Cash	20%	2.5%	5%
	<b>Total income</b>	<b>30.0%</b>		
	Minimum suggested investment timeframe	4 to 6 years		
Risk level	High (4 to less than 6 negative annual returns over any 20 year period).			

\*Australian Shares include Property Securities and Real Estate Investment Trusts.

### Ethical and Other Values

This product is designed to provide investors with a way of building retirement savings without investing in companies whose activities involve the abuse or exploitation of animals or are not consistent with other ethical, environmental or social values.

The Trustee, with the assistance of its service providers, takes into account ethical and other values in the selection, retention or realisation of investments in Australian and International Shares. A positive and negative screening process is applied in relation to ethical and other values to ensure that investments are in certain (positive) areas are made and investments in companies involved in certain (negative) areas is avoided, as described in further detail in the Cruelty Free Super Additional Information Booklet.

The Trustee may change the investment strategy. The ethical and other values taken into account in this product's investments may also change from time to time.

The investment strategy and objectives are subject to review by the Trustee from time to time with the assistance of advisers or other service providers as it may determine, to ensure they meet the requirements set down by superannuation legislation and for operational purposes

There are periods when uncertainty occurs in investment markets encompassing equities, fixed interest securities and property. In these situations, strategic action may need to be taken to make changes to the underlying allocation of assets or investment categories. Any decision will be taken depending on the length of time the uncertainty is expected to persist. In uncertain periods for investment markets, we may seek the advice or recommendation from the Investment Manager or external managers.



You should read the important information about investments including the extent to which labour standards or environmental, social or ethical considerations are taken into account before making a decision. Go to Section 4 of the Cruelty Free Super Additional Information Booklet available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by calling Cruelty Free Super on 1300 022 762. The information relating to investments may change between the time you read this PDS and the day when you acquire this product.

**Note:** We are unable to accept default members. Please note that unless you clearly elect the investment strategy in which to invest your superannuation money (being Cruelty Free Growth) in your application form, we are unable to accept your initial and further contributions and your money will be returned to your transfer Fund (if coming from another Super Fund) or to your Employer (or any other remittent as applicable).

## Section 6: Fees and costs

### DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. Your or your employer 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 ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) has a superannuation fee calculator to help you check out different fee options.

Fees and costs can be paid directly from your account or may be deducted from investment returns or Fund assets. You can use the fees and costs information below to compare costs between different superannuation products.

The fees and costs applicable to this product are summarised below.

For a list of definitions relating to fees please refer to Section 5 of the Cruelty Free Super Additional Information Booklet available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au)

### Cruelty Free Super

TYPE OF FEE <sup>1</sup>	AMOUNT	HOW AND WHEN PAID
Investment fee	1.25% p.a.	Accrued and reflected in the unit price when the unit price is calculated and paid in arrears.
Administration fee	\$52 per year (\$1 per week)	Deducted directly from your account balance on a monthly basis, payable in arrears.
	<b>PLUS</b> 0.64% p.a.	Accrued and reflected in the unit price when the unit price is calculated and paid in arrears.
Buy-sell spread	0.07% buy + 0.07% sell	Taken into account when the unit prices for payments in and benefit payments/transfers out are calculated.*
Switching fee	Nil	N/A
Exit fee	Nil	N/A
Advice fee relating to all members investing in the investment option	Nil	The trustee of Cruelty Free Super does not provide or charge for advice. If you have a financial planner, you can agree to pay a fee to the adviser that is deducted from your account balance.
Other fees and costs	Varies	Other fees and costs may apply. Refer to the "Additional Explanation of Fees and Costs" in the Additional Information Booklet for more detailed information.
Indirect cost ratio	Nil	N/A



Other fees and costs may apply. Refer to the “Additional Explanation of Fees and Costs” in the Additional Information Booklet for more detailed information.

Warning: Additional fees (Adviser service fees) may be paid to a financial adviser if a financial adviser is consulted. Adviser service fees are negotiable with your financial adviser. Refer to the Statement of Advice provided to you in which details of these fees are set out.

\* The buy-sell spread is a mechanism to recover transaction costs incurred by the Trustee in relation to the purchase, or sale, of assets for Cruelty Free Super when monies move into, or out of, the Fund.

## Example of annual fees and costs

This table gives an example of how the fees and costs for the Cruelty Free Growth Investment Option for this superannuation product can affect your investment over a 1 year period. You should use this table to compare this product with other superannuation products.

<b>EXAMPLE—the Cruelty Free Growth investment strategy</b>		<b>BALANCE OF \$50,000</b>
Investment fees	1.25%	For every \$50,000 you have in the Cruelty Free Growth investment strategy, you will be charged \$625 each year
<b>PLUS</b> Administration fees	\$52 (\$1 per week)	<b>And</b> , you will be charged \$372 in administration fees
	Plus	
	0.64%	
<b>PLUS</b> Indirect costs for the investment option	Nil	<b>And</b> , indirect costs of \$0 each year will be deducted from your investment
<b>EQUALS</b> Cost of the product		If your balance was \$50,000, then for that year you will be charged fees of <b>\$997</b> for the Cruelty Free Growth investment strategy.

**Note:** Additional fees may apply. **And**, if you leave the Fund, you may be charged an Exit Fee of \$0 and a buy/sell spread which also applies whenever you make a contribution, exit, or rollover. The buy/sell spread for exiting is 0.07% (this will equal to \$35 for every \$50,000 you withdraw).

The Trustee can change the amount of fees without your consent. Any increases in fees must generally be notified at least 30 days in advance. Estimated fees may vary from year to year.

Other fees and costs may apply. Refer to the “Additional Explanation of Fees and Costs” in the [Additional Information Booklet](#) for more detailed information.

You should read the important information about fees and costs, including fee definitions, before making a decision. Go to Section 5 of the Cruelty Free Super Additional Information Booklet available by going to [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by calling Cruelty Free Super on 1300 022 762. The material relating to fees and costs may change between the time you read this PDS and the day when you acquire this product.

## Section 7: How super is taxed

In Australia, superannuation may be taxed at three distinct phases:

- When contributions are made to a superannuation fund;
- On earnings that are generated for or by the superannuation fund; and
- When withdrawals are made from the superannuation fund.



## Contributions to your superannuation <sup>1</sup>

Type of Contribution	Comments	Tax Rate
<b>Concessional</b> (Before-tax contributions - e.g. employer contributions, salary sacrifice contributions, contributions by those who are substantially self-employed)	The concessional contributions cap is \$25,000.	15% <i>If the contribution cap is exceeded, the rate is the top marginal rate plus Medicare Levy</i>
<b>Non- Concessional</b> (After-tax contributions - e.g. personal contributions, spouse contributions)	For those under 75 years of age, the maximum per financial year is \$100,000 or \$300,000 over a three year period if you are under 65 years of age.	Nil - If the contribution cap is exceeded, the rate is the top marginal rate plus Medicare levy.

<sup>1</sup>This information relates to the financial year 1 July 2017 to 30 June 2018.

### Tax on Fund Earnings:

The earnings in the Fund for accumulation member accounts will be taxed at a maximum rate of 15%, however the rate may be lower than the maximum rate due to tax credits or other tax rebates.

Tax amounts due are deducted from your account and forwarded to the Australian Taxation Office. In cases where any tax is deducted from your superannuation contributions or balance, it is forwarded to the ATO.

Warning: You should provide your TFN when acquiring this product. If we don't hold your TFN, higher tax will apply to your concessional contributions, we cannot accept member contributions for you, the tax on superannuation benefits may be higher and it may be more difficult to locate any lost super benefits or consolidate your superannuation. The Trustee has also determined that it will not accept (or will refund within 30 days) any concessional contributions received for a member where a TFN is not held for that member. Further information about tax is available from [www.ato.gov.au](http://www.ato.gov.au).

You should read the important information about tax before making a decision. Go to section 7 of the Cruelty Free Super Additional Information Booklet available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by calling Cruelty Free Super on 1300 022 762. The material relating to tax may change between the time you read this PDS and the day when you acquire this product.

## Section 8: Insurance in your super

The main types of insurance cover available to you as a member are:

- Death only cover
- Death and Total & Permanent Disablement (TPD cover)
- Income Protection cover.

Insurance cover is provided by AIA Australia Limited (**Insurer**) under an insurance policy issued by the Insurer to the Trustee.

Insurance cover is optional with Cruelty Free Super. Information about the insurance offered and how to apply is available in the Insurance Guide. The Insurance Guide is available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by contacting Cruelty Free Super on 1300 358 422 or email to [hello@crueltyfreesuper.com.au](mailto:hello@crueltyfreesuper.com.au) to request a copy.

**Note: Insurance cover only commences once the Insurer has accepted your application.**

Insurance cover ceases in certain circumstances including when the maximum insurable age is reached or there is insufficient money in a Member's account to pay for cover.

There are costs associated with insurance cover. Different premium rates apply to different types of cover based on your personal circumstances including your age, gender, occupation, health status and amount of cover. You are responsible for paying the insurance costs. Insurance premiums, calculated in accordance with the relevant insurance premium table, and taking into account any loadings which may apply specifically to you, are deducted from your account monthly and may be adjusted for any changes to your cover during a financial year. We remit premiums to the Insurer monthly.

### Withdrawals as a lump sum from your super\*

Type of withdrawal component	Comments	Tax Rate
Taxable component	Up to preservation age	20% + Medicare Levy
	Preservation age to 59 years of age	No tax up to \$200,000 then 15% + Medicare Levy on the balance
Tax-free component	60 years of age and over	Nil
	No tax is payable	Nil

\*This information relates to the financial year 1 July 2017 to 30 June 2018.



You can change the amount and type of your insurance cover at any time (for example, you can increase your cover). To change your insurance cover, you must complete and submit an **Insurance Cover Change form** to Future Investment Services.

Eligible members can obtain insurance cover by transferring existing cover held within another super fund when rolling over to Cruelty Free Super under transfer terms acceptable to the Insurer. The **Insurance Transfer form** is available by contacting us on 1300 022 762.

Warning: insurance terms and conditions (in particular, eligibility criteria, cover cessation circumstances and exclusions) may affect your entitlement to insurance cover or the payment of insured benefits so you should read the Insurance Guide before deciding whether the insurance is appropriate for you. Information about the level of cover, type of cover available, the actual costs of cover, exclusions and other important terms and conditions affecting your situation should also be read before deciding whether the insurance is appropriate.

The Insurance Guide is available at [www.crueltyfreesuper.com.au](http://www.crueltyfreesuper.com.au) or by calling us on 1300 022 762. The material relating to insurance may change between the time you read this PDS and the day when you acquire this product.

## Section 9: How to open an account?

To open an account, you can either join online using our electronic **Application Form** available at [join.crueltyfreesuper.com.au](http://join.crueltyfreesuper.com.au) or complete the **Application Form** which accompanies this PDS and submit it to us (contact details on the front page). This form lets you make an investment choice however you must read the PDS before doing so.

Once we receive the application we will confirm the membership of the Fund with you.

If we are unable to open your account for any reason, monies received for investment in the product may be retained in a separate trust account in accordance with relevant law. Any interest on these monies is retained in the Fund's pool of assets.

### Cooling Off:

Once your account is established, you will receive confirmation of your investment. From the date you receive that confirmation of investment or the end of the 5<sup>th</sup> day after the issue of written notification from us confirming your membership, whichever is earlier, you have 14 days to ensure that this product meets your needs. This is known as the "cooling-off period". Within this period, you may cancel your account by advising us

in writing at the following address: Future Super Asset Management Ltd, GPO Box 263, Sydney, NSW, 2001.

The cooling-off period only applies to initial investments in the product. It does not apply to subsequent contributions. You will not be eligible for a cooling-off period if you have exercised any rights in respect of the initial investment or contribution you have made.

Upon receiving a valid cancellation request, the money invested by you or on your behalf, will be refunded. The refunded amount will be adjusted including for increases or decreases in unit prices up to the date of cancellation and any tax payable. Any refund will be subject to preservation requirements under superannuation legislation. Preserved benefits can only be transferred to another superannuation product.

### Enquiries and Complaints:

Superannuation legislation requires superannuation trustees to have in place arrangements under which members have a right to make enquiries or complaints about the operation or management of complying superannuation funds. The arrangements that we have established are:

- Enquiries and complaints may be received by any medium (e.g. face to face, by telephone, by email, by fax, or by mail). Enquiries can be made by telephone to 1300 022 762.
- If verbal enquiries (e.g. face to face, telephone) cannot be resolved, a written enquiry will be necessary.
- Any enquiry or complaint can be in writing or any other suitable medium, and addressed to The Trustee, and Grosvenor Pirie Master Superannuation Fund—Series 2, GPO Box 263 SYDNEY NSW 2001.
- As complaints are received they will be acknowledged by us in writing. The complaint will be investigated and action initiated to resolve the matter.
- A written response will be made as soon as possible but within the 90-day limit prescribed by superannuation legislation.

For any complaint that is unable to be resolved to your satisfaction, or you do not receive a response within 90 days of your complaint, the government has established an independent body, the Superannuation Complaints Tribunal (SCT). This Tribunal's contact details are:

### Superannuation Complaints Tribunal

Locked Bag 3060  
Melbourne Vic 3001  
Phone: 1300 884 114

Complaints may be submitted by both current and former members, as well as, their beneficiaries and will largely be dealt with by correspondence. The SCT can deal with complaints that relate to a decision or a failure to make a decision by a trustee or a person acting for a trustee, in relation to a particular individual. The SCT cannot deal with certain complaints, for example, complaints about the management of a fund as a whole.