

Cruelty Free Super
Product Disclosure Statement
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This Product Disclosure Statement (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 (issued 1 July 2019) and the Insurance Guide (issued 1 July 2019). The Additional Information Booklet and the Insurance Guide can be found on our website at www.crueltyfreesuper.com.au or by contacting us on 1300 022 762.

The information in this PDS is general information only and does not take account of your personal financial objectives, situation or needs. You should obtain financial advice that is tailored to your personal circumstances before making a decision about Cruelty Free Super.

The information in this PDS is up to date at the time of preparation, however it 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 our website at www.crueltyfreesuper.com.au or calling us on 1300 022 762. You may request an electronic or paper copy of this PDS and any updated information at any time, free of charge.

This PDS can only be used by people receiving it (including electronically) in Australia. Applications for membership of Cruelty Free Super from outside Australia will not be accepted.

Interests in Cruelty Free Super are issued by Diversa Trustees Limited (ABN 49 006 421 638; AFSL 235153; RSE Licence L0000635) ("the Trustee") as trustee of the Grosvenor Pirie Master Superannuation Fund - Series 2 (ABN 32 367 272 075; RSE Registration R1001204) ("GPMsFs-2"). **Cruelty Free Super is a sub-plan of GPMsFs-2.** Cruelty Free Super is administered by OneVue Super Services Pty Limited (ABN 74 006 877 872; AFSL 246883). Insurance cover is provided to eligible members by AIA Australia Limited (ABN 79 004 837 861; AFSL 230043).

The Promoter and Investment Manager of Cruelty Free Super is Responsible Investment Services Pty Ltd (ABN 77 630 578 200; AFS Representative No. 001271438), which is a Corporate Authorised Representative of True Oak Investments LTD (ABN 81 002 558 956; AFSL 238184). The Sub-Promoter and Sub-Investment Manager of Cruelty Free Super is Future Super Investment Services Pty Ltd (ABN 55 621 040 702; AFS Representative No. 001271441), which is a Corporate Authorised Representative of Future Super Holdings Pty Ltd (ABN 90 160 800 580; AFSL 482684). The Trustee does not in any way endorse, warrant or accept



responsibility for any services provided by the Promoter or Sub-Promoter in its own right or directly to members or prospective members.

In this document, “we” means Diversa Trustees Limited, as trustee for Cruelty Free Super.

Section 1 - About Cruelty Free Super

Cruelty Free Super 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 and social values.

You can find the information we are required to make available to members on the Cruelty Free Super website at www.crueltyfreesuper.com.au. To access information regarding the Trustee, including the policies that the Trustee must make available to members, please visit www.diversa.com.au/trustee/governance.

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).

You can only have one account open with the Fund at any time.

For more information about Cruelty Free Super, see the Additional Information Booklet available at 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 tax effective way to save for your retirement and it is, in part, compulsory. For many Australians, superannuation will be their main source of retirement income. The Government provides tax concessions and other benefits which generally makes superannuation one of the best long term investment products.

It's your choice Generally, your employer must make regular compulsory contributions to your superannuation fund, known as Superannuation Guarantee (SG) contributions. Most people can choose the super fund for these contributions; it's called having a "Choice of Fund". It is important to tell your employer which super fund you want your SG contributions paid into, otherwise they'll be paid into an account in your name in your employer's default 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 is available from www.ato.gov.au/super.

Contributing to super You can choose to make additional voluntary contributions to your super account. 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; and
- Transferring (also called “rolling over”) the superannuation you have in another fund to your Cruelty Free Super account.

When you make personal contributions to your super account, you may 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 available at www.crueltyfreesuper.com.au or by calling us on 1300 022 762.

By combining the accounts you have with different super funds, you may save on fees and will be able to easily keep track of your investments. You may be able to combine your super into your Cruelty Free Super account online through the Member Portal at www.crueltyfreesuper.com.au. Alternatively, you can download a paper rollover form from the Member Portal. We recommend you seek financial advice and consider any fees or loss of insurance or other benefits before combining your accounts.

Super is there for your retirement Superannuation is intended to provide for your retirement and you generally cannot access your super 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. One you reach age 60 and permanently retire, your money can be taken out of super tax free as a pension income stream or a lump sum.

For more information about how super works, see Section 1 of the Additional Information Booklet available at www.crueltyfreesuper.com.au or call 1300 022 762. You should also visit the How Super Works section of the Australian Securities



and Investments Commission (ASIC) website www.moneysmart.gov.au. You should read the important information about how super works before making a decision. The information relating to how superannuation 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

Investing for our future Cruelty Free Super believes that there is enormous potential for all Australians to invest their super in a way that provides them with a competitive financial return for their retirement, and at the same time helps create the sort of world in which you want to retire.

Our investment philosophy is built on the view that companies which are better at looking after people and the environment are also likely to perform better over the long term.

Engaging with our members Cruelty Free Super's members are intelligent investors with likeminded values, who are interested in using their super to make a positive impact whilst building their retirement savings. We do more than just send you statements with numbers on a page. We also seek new ways to inform, connect and engage with our members on the issues that matter.

Other features of Cruelty Free Super include:

- Online Access: You can monitor your superannuation balance and make changes to your account through the online Member Portal;
- Portability: Your Cruelty Free Super account can remain with you if you change jobs; and
- Experience: Our Investment Manager has a long history of providing investment management services.

For more information about the benefits of investing with Cruelty Free Super, see Section 2 of the Additional Information Booklet available at www.crueltyfreesuper.com.au or call 1300 022 762. You should read the important information about the benefits of investing with Cruelty Free Super before making a decision. The information relating to the benefits of investing with Cruelty Free Super may change between the time you read this PDS and the day when you acquire this product.

Section 4 - Risks of super Superannuation, like all investments, carries risks.

Cruelty Free Super invests in different types of assets, including Australian shares, International shares, property, alternative assets and fixed interest. The Fund may gain exposure to these assets via investment in Exchange Traded Funds (ETFs) listed on the Australian Stock Exchange (ASX). Different asset classes behave differently over time and inherently have different levels of risk. Assets with the highest long-term returns may also carry the highest level of short-term risk.

The appropriate level of risk for you will depend on a range of factors including your age, your investment timeframes, your risk tolerance and what other investments you hold and how they are invested. You need to assess your personal situation carefully before making an investment decision.

When considering your investment in super, it is important to understand that:

- The value of your investment will go up and down depending on the market prices of the assets held by your investment option;
- Returns are not guaranteed and will vary, so future investment returns may differ from past returns;
- You may lose some or all of your money;
- The amount of your super savings (including contributions and returns) may not be enough to provide adequately for your retirement; and
- Superannuation laws may change in the future.

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

- Changes in the economic and political climate;
- Changes in government policies and superannuation laws;
- Changes in interest rates;
- Use of derivatives;
- Inadequate diversification;
- Investment decisions made by the Investment Manager or external fund managers.

When considering an investment in Cruelty Free Super, you should also bear in mind ethical screening risk. Cruelty Free Super's investments are screened in relation to ethical and other values; there is a risk that companies will change their operations or philosophy and the Trustee is unable to expediently redeem its investment before the change occurs. In addition, ethical screening reduces the possible number of investments Cruelty Free Super may invest in.

For more information about the risks of investing with Cruelty Free Super, see Section 3 of the Additional Information Booklet available at www.crueltyfreesuper.com.au or call 1300 022 762. You should read the important information about the risks of investing with Cruelty Free Super before making a decision. The information relating to the risks of investing with Cruelty Free Super may change between the time you read this PDS and the day when you acquire this product.



Section 5 - How Cruelty Free Super invests your money

Cruelty Free Super offers only one choice of investment strategy for all members of Cruelty Free Super - the Cruelty Free Growth investment strategy.

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).

Cruelty Free Growth Investment Strategy

Investment Return Objective

CPI + 2.25% per annum over rolling eight 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 invest in defensive assets of cash and fixed interest. The options exposure to these asset classes will be obtained by primarily holding these assets directly including Exchange Traded Funds. 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 the fund will retain a broad 70/30 split between growth and income assets and a bias toward Australian assets.

Asset Classes and Benchmark Allocations

Asset Classes and Benchmark Allocations	Upper Limit	Lower Limit	Benchmark
Australian Shares*	85%	45%	70%
International Shares*	15%	0%	0%
Other	0%	0%	0%
Total Growth			70%
Australian Fixed Interest	45%	15%	25%
International Fixed Interest	15%	0%	0%
Cash	20%	2.5%	5%
Total Defensive			30%

Suitability

The Cruelty Free Growth investment strategy is intended to be 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.

Recommended Minimum Investment Timeframe

4 - 6 years

Risk Level[^]

Risk Band 6: High (4 to less than 6 estimated negative annual returns over any 20-year period).

* Includes property securities and real estate investment trusts (REITs).

[^] Based on the Standard Risk Measure. For more information, see the Additional Information Booklet available at www.crueltyfreesuper.com.au or contact 1300 022 762.

WARNING: When choosing your investment option, it is important to consider the likely investment return and risk, and to select an option that best suits your age, investment timeframe, risk tolerance, and where other parts of your wealth are invested.

Performance and portfolio information We may make changes to Cruelty Free Super from time to time, including changes to the investment option and the types of assets it holds. We will notify members of these changes. You can also keep up to date with Cruelty Free Super's unit price, performance and portfolio holdings at www.crueltyfreesuper.com.au.

There may be periods where uncertainty occurs in investment markets. In these situations, strategic action may need to be taken to make changes to the underlying allocation of assets or investment categories. Any decision taken will depend on the length of time the uncertainty is expected to persist. In uncertain periods for investment markets, we make seek the advice or recommendation of the Investment Manager or external fund managers.

Cruelty Free Super 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 for Cruelty Free Super. A positive and negative screening process is applied in relation to ethical and other values to ensure that investments 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 available at www.crueltyfreesuper.com.au.



For more information about investments see Section 4 of the Additional Information Booklet available at www.crueltyfreesuper.com.au or call 1300 022 762. You should read the important information about investments before making a decision. The information relating to investments may change between the time you read this PDS and the day when you acquire this product.

Section 6 - Fees and costs

You should read all the information about fees and costs because it is important to understand their impact on your investment. You can also use this information to compare costs between different superannuation products.

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.

You or your employer, as applicable, 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) has a superannuation calculator to help you compare different fee options.

*This text is required by law. Cruelty Free Super does not negotiate fees and costs.

The table on the following page sets out the fees and other costs that you may be charged in respect of your Cruelty Free Super account.

These fees and other costs may be deducted directly from your account balance, from the calculation of the option's investment return before it is allocated to your account, or from the Fund's assets as a whole. The fees quoted in this section are inclusive of GST. Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry fees and exit fees cannot be charged. For information about taxes, see *Section 7 - How super is taxed*.

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.

Type of Fee ¹	Amount	How and When Paid
Investment fee ²	1.25% per annum	Accrued and reflected in the unit price when the unit price is calculated and paid in arrears. ³ This fee is not deducted directly from your account.
Administration fees ²	\$52 per annum (\$1.00 per week)	Deducted directly from your account balance on a monthly basis, payable in arrears.
	Plus 0.64% per annum	Accrued and reflected in the unit price when the unit price is calculated and paid in arrears. ³ This fee is not deducted directly from your account.
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. ⁴ This fee is not deducted directly from your account.
Switching fee	Nil	Not Applicable
Advice fee relating to all members in the investment option	Nil	Cruelty Free Super does not provide or charge for advice. If you engage the services of a financial adviser, you can agree to pay a fee to the adviser deducted from your account balance monthly, and paid to your adviser quarterly in arrears.
Other fees and costs ⁵	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 ⁶	Nil	Not Applicable

¹ This information relates to the financial year 1 July 2019 to 30 June 2020.

² If your account balance is less than \$6,000 at the end of the financial year (30 June), the total combined amount of investment fees, administration fees and indirect costs charged to you is capped at 3% of your account balance. Any amount in excess of that cap must be refunded to your account. Refer to the Additional Information Booklet for more information. Available at www.crueltyfreesuper.com.au

³ Unit prices are calculated weekly.



⁴ 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.

⁵ Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Refer to the Additional Information Booklet available at www.crueltyfreesuper.com.au for more information. Taxes, insurance fees and other costs relating to insurance are set out in sections 7 and 8 of this PDS. Entry and Exit fees cannot be charged.

⁶ The Indirect Cost Ratio (ICR) is an estimate based on the investment-related costs (including performance-related fees payable to external investment managers where applicable) incurred for the 12 months ended 30 June 2019. Actual costs may vary depending on the investment option you choose. If actual costs vary considerably from this estimate, the estimate will be updated.

Example of annual fees and costs This table gives an example of how the fees and costs for this superannuation product can affect your superannuation investment over a one-year period. You should use this table to compare this superannuation product with other superannuation products.

Cruelty Free Super*

Type of Fee	Amount	Balance of \$50,000
Investment fee	1.25% per annum	For every \$50,000 you have invested in Cruelty Free Super, you will be charged \$625.00 each year
PLUS Administration fees	\$52 (\$1.00 per week) Plus 0.64% per annum	And , you will be charged \$372.00 in administration fees.
Plus Indirect costs for the superannuation product	Nil	And , indirect costs of \$0.00 will be deducted from your investment, although it is not deducted directly from your account.
EQUALS Cost of the product		If your balance was \$50,000 then for that year you will be charged fees of \$997.00 for your investment in Cruelty Free Super.

* Note: This information relates to the financial year 1 July 2019 to 30 June 2020. Additional fees may apply.

The Trustee can change the amount or level of fees and costs without your consent. Any material increases in fees must be notified to you at least 30 days in advance of the fee increase taking effect.

WARNING: If you consult a financial adviser, additional fees may be payable to the adviser. You should refer to the Adviser's Statement of Advice for details.

For more information about fees and costs (including the relevant fee definitions), see Section 5 of the Additional Information Booklet available at <https://www.crueltyfreesuper.com.au>

or call 1300 022 762. You should read the important information about fees and costs before making a decision. The information 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

Superannuation may be taxed at three distinct phases: When contributions are made to your account; on earnings that are generated for or by the superannuation fund; and when withdrawals are made from your account.

Tax on contributions to your super account*

Type of Contribution	Contribution Cap	Tax Rate
Concessional (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 per annum.	15%^ - If the contribution cap is exceeded, the rate is your top marginal rate plus the Medicare Levy.
Non-Concessional (after-tax contributions) e.g. personal contributions, spouse contributions.	For those under 75 years of age, the non-concessional contributions cap is \$100,000 per annum 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 your top marginal rate plus the Medicare levy.

* This information relates to the financial year 1 July 2019 to 30 June 2020.

^ Those earning over \$250,000 per annum are required to pay contributions tax of 30%, while those earning less than \$37,000 per annum may be eligible to receive low income super tax offset on the 15% contributions tax, provided we have your tax file number on record.

WARNING: There will be taxation consequences if the applicable contribution caps are exceeded.



Tax on investment 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 due to tax credits or other tax rebates. This tax is calculated and deducted before investment returns are applied to your super account. In cases where any tax is deducted from your superannuation contributions or balance, it is forwarded by us to the ATO.

WARNING: You should provide your TFN when acquiring this product. If we don't hold your TFN then: 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.

Tax on withdrawals as a lump sum from your super account*

Component	Comments	Tax Rate
Taxable component	Up to preservation age	20% + Medicare Levy
	Preservation age to 59 years of age	No tax up to \$205,000 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 2019 to 30 June 2020.

Tax on insured benefits*

Type of Benefit	Tax Rate
Death benefit	Lump sum death benefits paid out to dependants (as defined for tax purposes) are tax free. If paid to a non-dependant, the benefit may be taxed.
Total and Permanent Disablement benefit	Total and Permanent Disablement benefits are taxed at different rates, depending on your age when you were disabled.
Income Protection benefit	The benefits paid under Income Protection cover are paid as taxable income, similar to salary or wages. Any payments will be made once PAYG tax has been deducted.

* This information relates to the financial year 1 July 2019 to 30 June 2020.

For more information about tax (including contribution caps), see Section 6 of the Additional Information Booklet available at www.crueltyfreesuper.com.au or call 1300 022 762. You should read the important information about tax before making a decision. The information 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

Subject to meeting eligibility requirements, you may be able to access the following types of insurance cover as a member of Cruelty Free Super:

Type of Insurance	Description of Insurance
Death cover	A lump sum benefit is payable in the event of your death or terminal illness diagnosis. You can advise the Trustee of the person you would like to receive your death benefit if you die through a non-lapsing binding or non-binding nomination.
Death and Total and Permanent Disablement (TPD) cover	A lump sum is payable in the event you become totally and permanent disabled.
Income Protection cover	Also known as Salary Continuance cover, this type of insurance cover pays a regular monthly income should you be unable to work due to illness or injury (subject to acceptance of your claim by the Insurer).

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 the amount of cover you elect to hold. 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.

Insurance cover only commences once the Insurer has accepted your application. Insurance cover ceases in certain circumstances, including when your maximum insurable age is reached, there is insufficient money in your account to pay for cover, or your account is deemed to have been inactive for 16 consecutive months.



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.

Insurance cover is optional with Cruelty Free Super. Information about the insurance offered and how to apply for cover is provided in the Insurance Guide which is available at www.crueltyfreesuper.com.au or by contacting Cruelty Free Super on 1300 022 762 or by email to hello@crueltyfreesuper.com.au.

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 insurance is appropriate for you.

For more information about insurance (including when cover starts and ends, eligibility criteria for commencement of cover and payment of insured benefits, the level and types of cover available, premium costs, exclusions, and other important terms and conditions) see the Insurance Guide available at www.crueltyfreesuper.com.au or call 1300 022 762. You should read the important information about insurance before making a decision. The information 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

There are just 3 easy steps to becoming a member of Cruelty Free Super:

1. Read and understand this Product Disclosure Statement, the Additional Information Booklet, and the Insurance Guide. All documents are available at www.crueltyfreesuper.com or by calling 1300 022 762 or emailing hello@crueltyfreesuper.com.au.
2. Join online using our electronic *Application Form* available at join.crueltyfreesuper.com.au OR complete and send us the *Application Form* which is available separately from our website or in hard copy on request.
3. You and your employer can then start to make payments into your account by Direct Deposit or Clearinghouse.

Cooling off period If you change your mind there is a 14-day cooling off period. You will need to tell us in writing that you no longer wish to join. The 14-day period starts on the earlier of you receiving confirmation from us that your account has been established or five business days after we issue units to you. The cooling off period only applies to your initial investment. It does not apply to subsequent contributions. You will not be eligible for a cooling off period if you have exercised any right in respect of the initial investment or contribution you have made. If you exercise your right to cool off, your money will be returned to you, adjusted for the increase or decrease in the value of the investment at the date we received notification, and reasonable transaction or administrative costs. Note, any preserved and restricted amounts must be transferred to another complying superannuation fund.

Respecting your privacy Protecting your personal information is important to us and is also a legal requirement. Our Privacy Policy outlines the type of information we will keep about you. It explains how we and any organisation we appoint to provide services to you on our behalf will use and store this information. For more information about our Privacy Policy and the way we handle your personal information, visit www.crueltyfreesuper.com.au/privacy.

Enquiries and complaints Superannuation legislation requires us to have arrangements in place for you to make enquiries or complaints about the operation or management of the Fund. The arrangements that we have established are:

- Enquiries can be made by telephone to 1300 022 762 or in writing to hello@crueltyfreesuper.com.au.
- A complaint must generally be in writing and addressed to The Complaints Officer, Cruelty Free Super, GPO Box 1858, Sydney, NSW 2001.
- The receipt of written complaints will be acknowledged 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 if you do not receive a response within 90 days of making your complaint, the Government has established an independent body, the Australian Financial Complaints Authority (AFCA). This Authority's contact details are:

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001
Telephone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

Complaints may be submitted by both current and former members, and their beneficiaries, and will largely be dealt with by correspondence. AFCA 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. AFCA cannot deal with certain complaints, for example, complaints about the management of a fund as a whole.