

# BT SuperWrap Open

*Product Disclosure Statement*

*BT SuperWrap Open Personal Super Plan*

*BT SuperWrap Open Pension Plan*

Dated 23 July 2018

The administrator of BT SuperWrap Open is BT Portfolio Services Ltd ABN 73 095 055 208.

The issuer of BT SuperWrap Open is

BT Funds Management Limited ABN 63 002 916 458

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# About the PDS

This is the Product Disclosure Statement (PDS) for the SuperWrap Personal Super Plan and the SuperWrap Pension Plan.

You'll find more detailed information on particular topics in the Additional Information Booklet (Booklet). This is referred to by this symbol ⓘ throughout this PDS. Sometimes we will also refer you to a particular section heading in the Booklet.

Information about the investments available within SuperWrap is contained in the Investment Options Booklet. Information about insurance cover available within the SuperWrap Personal Super Plan is set out in the BT Protection Plans Product Disclosure Statement and Policy Document (BT Protection Plans PDS).

Before applying for SuperWrap Personal Super Plan or SuperWrap Pension Plan, it is important that you read the following documents.

## Documents you should read

<b>SuperWrap PDS</b>	<ul style="list-style-type: none"><li>– PDS (this document)</li><li>– Booklet</li></ul>
<b>Along with the following documents</b>	<ul style="list-style-type: none"><li>– Investment Options Booklet</li><li>– BT Protection Plans PDS</li></ul>

The Booklet, the Investment Options Booklet and the BT Protection Plans PDS are available for free from your adviser, at [superwrap.com.au/superwrap](http://superwrap.com.au/superwrap) or by contacting us.

## About SuperWrap

SuperWrap refers to the BT SuperWrap Open Personal Super Plan (Personal Super Plan) and the BT SuperWrap Open Pension Plan (Pension Plan). SuperWrap is part of the super fund known as Retirement Wrap ABN 39 827 542 991 (RSE1001327). The Personal Super Plan and the Pension Plan are sub-plans of the SuperWrap Plan within Retirement Wrap.

ⓘ For more information on the legal structure of SuperWrap, see the 'Important information' section of the Booklet.

## About the Trustee

The trustee of Retirement Wrap and issuer of SuperWrap is BT Funds Management Limited ABN 63 002 916 458 (BTFM, we, us, Trustee).

## About the Administrator

BT Portfolio Services Ltd ABN 73 095 055 208 (the Administrator), the administrator of SuperWrap, provides the transaction and administration systems behind SuperWrap.

## General Advice Warning

The information in this PDS is general information only and does not take into account your individual objectives, financial situation or needs. Consequently, before acting on the information, you should consider whether it is appropriate for you in light of your objectives, financial situation and needs. To obtain advice or more information about the products offered in this PDS, you should speak to an Australian financial services licensee or an authorised representative. Before making a decision about whether to acquire or continue to hold a product, you should obtain and consider the applicable product disclosure document.

## Updated information

The Trustee may change the terms and conditions of SuperWrap. Information in the PDS that is not materially adverse to your interests is subject to change from time to time and may be updated by notice to your adviser or by updating the online internet service, [investorwrap.com.au](http://investorwrap.com.au). Updated information may be obtained from [investorwrap.com.au](http://investorwrap.com.au), your adviser, or a SuperWrap consultant on 1300 657 010 from 8.00am to 6.30pm, Monday to Friday (Sydney time). A paper copy of any updated information will be given to you without charge on request.

## Eligibility

SuperWrap is only available to investors who receive the PDS in Australia and have an Australian licensed or authorised adviser who is registered to distribute SuperWrap. The Trustee and the Administrator may at their discretion refuse to accept applications from particular persons or classes of persons. You must have a relationship with an authorised adviser in order to start using SuperWrap. If the relationship ends, the terms and conditions applicable to your account may change, including being charged higher fees. Refer to 'What will happen if you no longer have an authorised adviser?' in the 'Fees and other costs' section of this PDS for further information.

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### Australian Financial Services Licences

The Australian Financial Services Licence (AFSL) numbers of the AFSL holders identified in this PDS are as set out in the following table.

AFSL Holder	AFSL number
BT Funds Management Limited	233724
BT Portfolio Services Ltd	233715
Westpac Banking Corporation	233714

### Investment in SuperWrap

The Trustee and the Administrator are subsidiaries of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 (Westpac). Apart from any interest investors may have in underlying bank accounts held at Westpac through their

SuperWrap Cash Account or Westpac securities acquired through SuperWrap, an investment in SuperWrap is not an investment in, deposit with, or any other liability of Westpac or any other company in the Westpac Group. Investments in SuperWrap are subject to investment risk, including possible delays in payment of withdrawal proceeds and income payments, and loss of principal invested. None of the Trustee, Westpac or any other company in the Westpac Group stands behind or otherwise guarantees the capital value or investment performance of Retirement Wrap or any investments in SuperWrap.

### Consent to be named

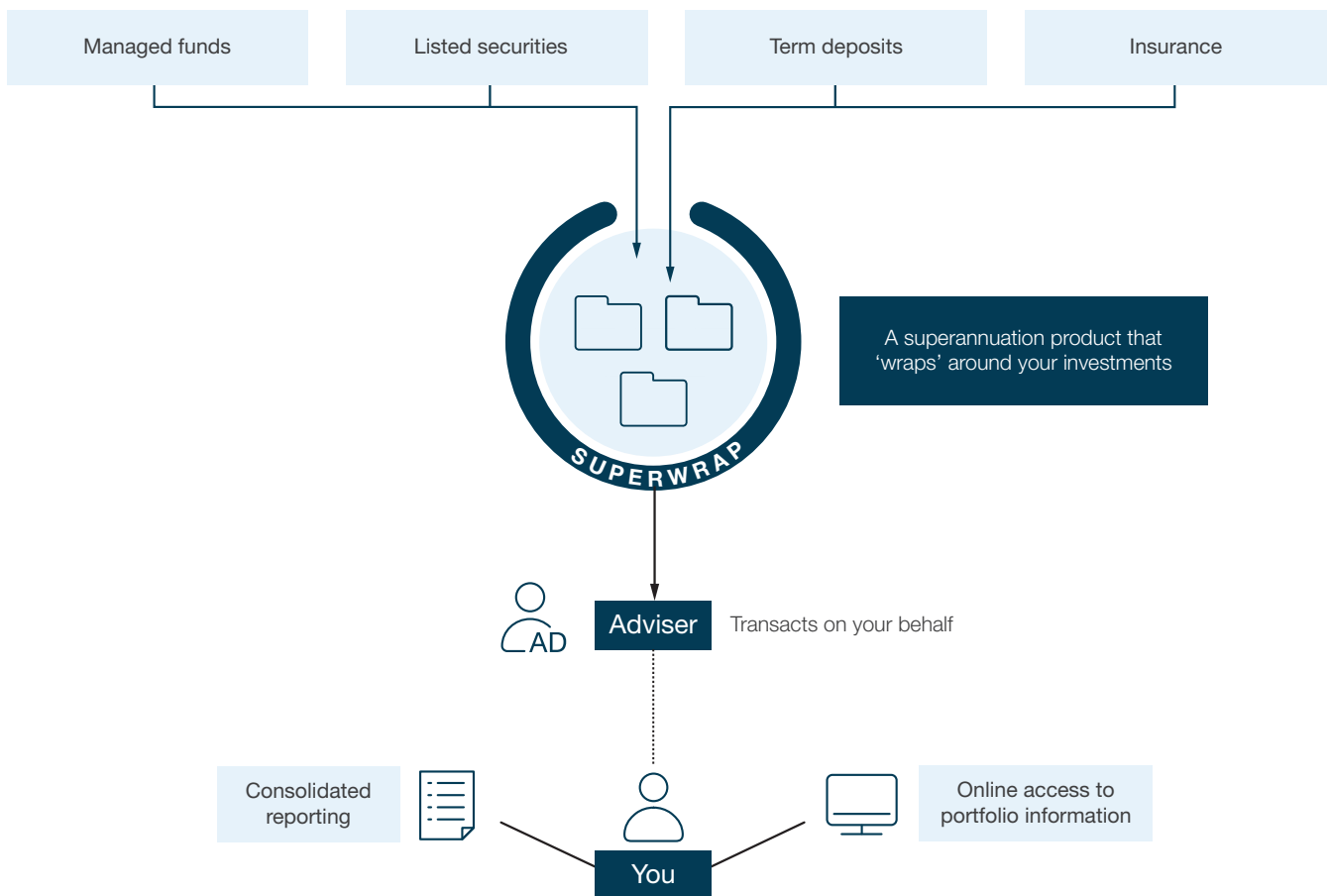
The Administrator has given and not withdrawn its consent to the PDS containing information referable to it in the form and context in which that information appears. The Administrator has not issued or caused the issue of the PDS and is not responsible for any other statements in the PDS which are not referable to it.

## What is SuperWrap?

SuperWrap incorporates a superannuation investment service that ‘wraps’ around your investments – offering you a single point of access. It provides you with two super options.

**Personal Super Plan** – A flexible super plan providing you with access to insurance and a wide range of investments, allowing you to take control and plan for your lifestyle needs in retirement.

**Pension Plan** – A superannuation pension product that allows you to turn your super savings into a flexible income stream during your retirement or during your transition to retirement.



## Who plays a part in SuperWrap?

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### You



- Once your application is accepted, you become a member of SuperWrap.
- You make the choices about which investments to include in your SuperWrap portfolio in conjunction with your adviser.
- You can monitor the performance of your SuperWrap portfolio online and issue instructions through your adviser.

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### The Trustee



The Trustee is responsible for managing SuperWrap, and holds the beneficial interest in the investments you and your adviser have selected.

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### The Administrator



- The Administrator has been appointed by the Trustee to administer SuperWrap.
- The Administrator holds legal title to the investments for the benefit of the Trustee, maintains the underlying systems and provides associated services.

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### Your adviser

We recommend speaking to your adviser before making any investment decisions.

Your adviser will:



- help you develop a personalised investment and retirement strategy and may advise you about making changes to your portfolio over time
- based on your instructions, direct the Administrator to buy or sell investments for your portfolio
- monitor the performance of your investments and may provide you with regular status reports
- receive information and reports on your behalf, to the extent permitted by law.

For information on what will happen if you no longer have an adviser, refer to the 'Fees and other costs' section of this PDS.

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### Fund managers



Fund managers are responsible for the investment management and administration of specific managed funds you can select.

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## What are the top 5 benefits of using SuperWrap?

Ultimately, your adviser does all the hard work of developing your investment and retirement strategy and instructing the Administrator to undertake actions for you. SuperWrap helps make this job easier and more efficient by providing a central platform from which your adviser is able to monitor your super portfolio. Here we highlight the top 5 benefits to you.

1

### Wide range of investments and features

SuperWrap offers you a single point of access to a wide range of investments – over 550 managed funds, term deposits and securities in the S&P/ASX 300, including shares and exchange-traded funds (ETFs). In addition, you can access a range of insurance benefits and options through the Personal Super Plan.

2

### Consolidated reporting and 24/7 access to your SuperWrap account information

SuperWrap combines all of your investment information and presents you with consolidated reports across all of your super investments. You can view your portfolio online at any time and, by providing your email address when completing your Application Form, you can receive your statements online as soon as they become available.

3

### Cost savings

SuperWrap gives you access to a wide range of wholesale managed funds with management fees that are generally significantly lower than if you invest directly in retail funds. SuperWrap allows your adviser to actively monitor your investments and conduct transactions through one technology platform. The savings in administration time may result in less cost for you and allows your adviser to spend more valuable time developing your investment strategy.

4

### Personal tailoring with a flexible platform


SuperWrap makes it easy to construct and monitor a diversified investment portfolio. Features such as the regular investment plan and rebalancing options allow you to implement a customised investment strategy which you can change over time. In addition, the:

- **Personal Super Plan** — offers a regular contribution plan, making it easy to control the cash flows into your account
- **Pension Plan** — allows you the flexibility to choose your income level (within statutory limits) and when you wish to receive payments.

5

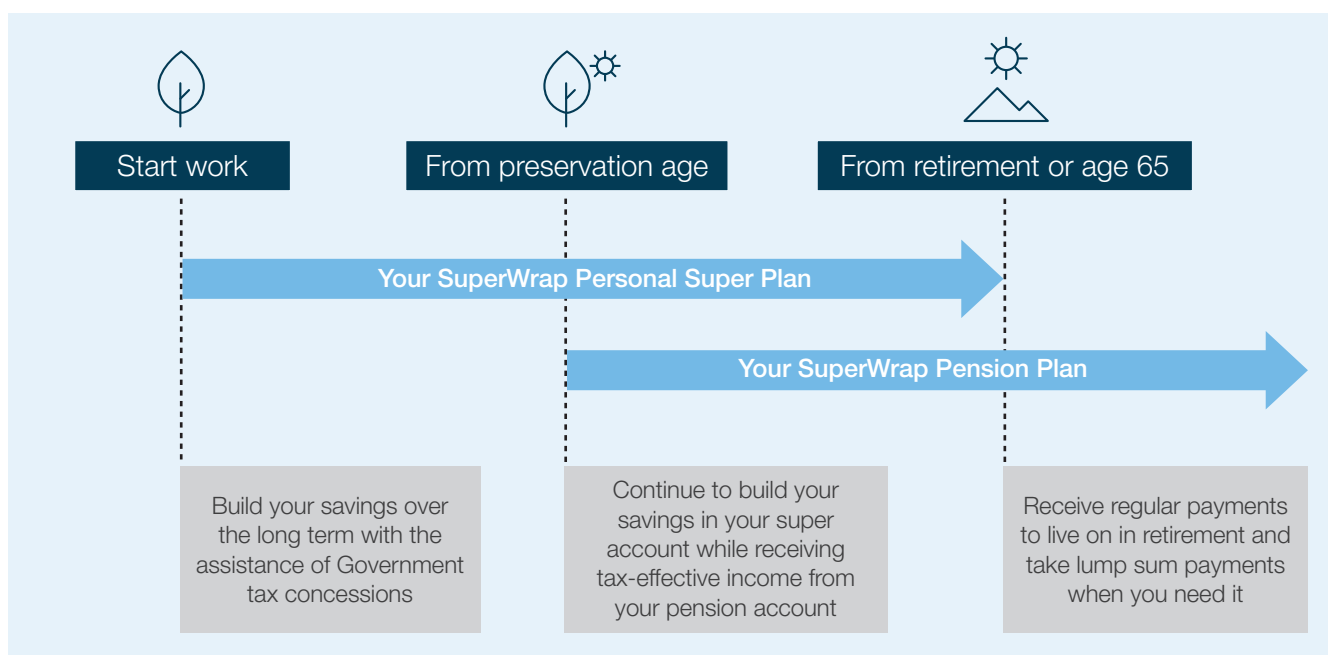
### Individualised tax treatment

Tax calculations are performed for each individual account within SuperWrap, so you benefit from tax deductions and offsets that arise from the activity you undertake within your own account. Annual tax information, including how tax has been calculated, is displayed online for each account. This ensures full transparency of entitlements such as franking credits and deductions.

 For more information on the benefits of using SuperWrap, see the 'Benefits and features' section of the Booklet and look for the heading 'Features of your investments'.

## How super works

Super is a means of saving for retirement which is, in part, compulsory. It may be one of the biggest investments you will make in your life. Most Australians have the right to choose the fund into which their employer pays their super contributions. The Australian Government has provided tax savings and other benefits, which generally make super one of the best long-term investment vehicles.



### Contributing to super

There are several types of contributions that can be made to super – for example, personal, spouse and employer contributions, as well as Government contributions. Generally, if you are under 65, all of these types of contributions can be accepted by your fund. Once you turn 65, some restrictions apply. Both before and after you turn 65, limits (known as 'caps') apply to the amount of most contributions that can be made to your super. If you exceed a cap, additional tax may be payable. You cannot add to your SuperWrap Pension Plan account once your pension has commenced, although you can start a new pension.

### Withdrawals – accessing your super

There are restrictions on when you can withdraw your super. Generally, you cannot access your super until you have turned 65, or retired after reaching your preservation age (between 55 and 60, depending on your date of birth), or ceased employment after turning 60. In limited circumstances, your super can be accessed before you retire, if you meet a condition of release under superannuation law. For example, you may be able to access your super after reaching your preservation age through a non-commutable (transition to retirement) pension, even while still working.

**i** For more information on contributing to super and accessing your super, see the 'How super works' section of the Booklet.

# How super is taxed

There are generally three main taxes that apply to super.

1

## Tax on contributions

Certain contributions, such as employer contributions, are taxed in SuperWrap at 15%. If you're classified as a high income earner, you may need to pay an additional 15% tax (Division 293 tax) on some or all of your contributions. If this applies to you, the ATO will notify you after the end of the financial year.

2

## Tax on earnings

Investment income and capital gains in SuperWrap are generally:

- taxed at a maximum rate of 15% in the Personal Super Plan and the Non-commutable pension, but the actual rate may be lower
- tax free in the Pension Plan (except for the Non-commutable pension).

## Tax on your benefits

- Aged 60 plus – if you are at least 60 years old, your lump sum benefits or income payments from SuperWrap are tax free.
- Aged under 60 – see the table below.

### Tax treatment on payments to you before your 60th birthday

3

	Income payments	Lump sum withdrawals
Tax-free component	Nil	Nil
Taxable component	Generally, if you are under your preservation age, payments are included in your assessable income and taxed at your marginal rate. If you have reached your preservation age, or you are any age and you have commenced your pension because of death or disability, payments are included in your assessable income, and taxed at your marginal rate, less a 15% tax offset.	If you are under your preservation age, the tax rate is 20% (plus the Medicare Levy). If you have reached your preservation age but are under 60, the benefit is tax free up to the low rate cap amount <sup>1</sup> , then a rate of 15% (plus the Medicare Levy) applies.

<sup>1</sup> The low rate cap (or lifetime limit) may change from time to time. Up to date information is available at [www.ato.gov.au](http://www.ato.gov.au).

## How tax amounts due are paid


Tax on employer contributions and investment income is deducted quarterly in arrears at the SuperWrap PAYG withholding rate (this rate is reviewed quarterly, and is generally equal to 15% or less). A final tax calculation is prepared annually taking into account all contributions, income and deductions on your account.

Any balance or refund will be deducted or credited annually, once we've finalised the Fund's tax return, on closure of your account or before you commence a pension.

If tax is payable on other contributions, it is deducted at a rate of 15% on receipt of the contribution, or on receipt of a 'Notice of intent to claim or vary a deduction for personal super contributions' (Personal Tax Deduction Notice).

We may deduct tax at a higher rate if required to do so by changes in the tax laws.

It is not an offence if you choose not to provide your tax file number (TFN) when you invest in SuperWrap. However, if you do not provide your TFN, we will not accept any contributions, rollovers or transfers into your account. Also, if the TFN provided for you is incorrect and you are under age 60, we will be required to withhold tax at the top marginal tax rate (plus Medicare Levy), from payments to you from your account (including, if applicable, pension payments).

 For more information on how super is taxed, see the 'How super is taxed' section of the Booklet.



## What can you do with SuperWrap?



### 1. Invest in a wide range of investments

#### Managed funds

Through SuperWrap you have access to over 550 managed funds, encompassing most of Australia's leading fund managers. Your choice includes:

- diversified funds (eg growth, balanced)
- sector funds (eg Australian shares, international shares)
- specialist funds (eg alternative).

The accessible managed funds are specified in the Investment Options Booklet, which is available on request from your adviser free of charge.

#### Term deposits

A variety of term deposits are available in SuperWrap. The term deposits offer competitive rates and a wide selection of terms. The current terms and rates are available at [investorwrap.com.au](http://investorwrap.com.au) or from your adviser.

#### Listed securities

SuperWrap allows you access to securities in the S&P/ASX 300 including:

- direct shares
- listed property/investment trusts
- listed debt securities
- exchange-traded funds (ETFs)
- CHESS depositary interests (CDIs).

Other securities, including derivatives and those outside the S&P/ASX 300, may be added or removed at the Trustee's discretion.

#### Unlisted investments (other than managed funds)

Unlisted investments may be offered at the discretion of the Trustee. Such investments may have fixed investment terms and may not be diversified. Unlisted investments may be illiquid, which means there may be times when you are not able to sell your investment.

Your adviser will inform you if you can access such investments and can provide you with the underlying disclosure documents.

**i** For more information on managed funds, term deposits and unlisted investments (other than managed funds), see the 'Benefits and features' section of the Booklet and look for the heading 'Features of your investments'.

## Benefits and features

### Insurance

A comprehensive range of insurance cover is available through the SuperWrap Personal Super Plan.

Type of cover	What does it cover?
Term Life	Pays a benefit in the event of death or diagnosis of a terminal illness.
Total and Permanent Disablement (TPD)	Pays a benefit if you are, depending on the definition selected, unlikely to work again, or suffer a loss of ability due to a permanent disability.
Income Protection	Pays a monthly benefit to replace a portion of your monthly earnings if you're unable to work due to sickness or injury.

Benefits are paid into your SuperWrap account.

For more information about insurance and how it may help you, as well as the cost of cover, speak to your adviser and refer to the BT Protection Plans PDS.

## 2. Receive consolidated reporting and access your SuperWrap account information 24/7

### Reporting

SuperWrap offers consolidated reporting across your investments. You will receive an Annual Statement summarising your account activity. You will also have access to the Annual Report in the months following the end of the financial year.

### Online platform

Information on your SuperWrap account is also available 24 hours a day, 7 days a week by visiting [investorwrap.com.au](http://investorwrap.com.au). You can view your account balance, investment holdings and transactions.

### eStatements

All statements, as well as additional guides, are available in the one convenient location online at [investorwrap.com.au](http://investorwrap.com.au).

If you provide your email address when completing your Application Form, there's no need to wait for statements to arrive in the mail. Instead you will receive email notification as soon as they are available online.

## 3. Manage your SuperWrap account easily and efficiently

### Use the Cash Account for all SuperWrap transactions

When you join SuperWrap, a Cash Account is automatically established for you and acts as the main transaction account inside SuperWrap. The Cash Account is used to settle your managed fund, term deposit and listed security transactions. Interest accrues daily on your balance held in the Cash Account, and is credited to your account quarterly in arrears so your money is working for you even between investments. Interest on the Cash Account is calculated at a variable rate determined by the Administrator.

### Transfer funds between your Cash Account and a nominated external bank account

Your Cash Account can be linked to an external bank account or credit union account for easy transfer of funds into and out of SuperWrap (subject to preservation laws). Contributions can also be made via BPAY<sup>®1</sup> and Electronic Funds Transfer (EFT), and you can get access to an employer deposit book for employer contributions. Please note that contributions into your super account and benefit payments are subject to restrictions under superannuation laws.


If you have a Pension Plan, your regular pension payment will automatically be paid into your nominated bank account. You also have the choice of nominating a monthly, quarterly, half-yearly or yearly payment frequency.

### Set up regular transaction plans

- **Regular investment plan** – You can make regular investments into managed funds from your Cash Account, and so spread your investment over a number of periods, which may help reduce the impact of market volatility on your investments.
- **Regular contribution plan** – You can make regular contributions from your nominated external bank account into your Cash Account in the SuperWrap Personal Super Plan.

### Give us instructions relating to your portfolio

You can give us instructions relating to your portfolio through your adviser, including instructions to buy, sell or switch between investments.

 For more information on using the Cash Account, and transaction options, see the 'Benefits and features' section of the Booklet.

<sup>®</sup> Registered to BPAY Pty Limited ABN 69 079 137 518.

<sup>1</sup> Payments by BPAY will generally not be processed until the next business day following the BPAY transaction request, provided that the request is made before your bank's cut-off time. Your bank can provide detailed terms and conditions in relation to BPAY to you. You cannot use your credit card to make BPAY contributions to SuperWrap.

#### 4. Personally tailor your portfolio with the flexible platform

##### **Change the mix of your investment portfolio**

Through your adviser you can switch between investments or add new investments to your portfolio.

##### **Reinvest your distributions**


You have the option to either reinvest the distributions from all or a selection of your managed funds (where permitted by the fund manager) or deposit them into your Cash Account.

The fund manager<sup>1</sup> will provide information regarding the available reinvestments for a particular fund. Please note that at the time your income is reinvested you may not have received the current disclosure document for that fund. However you can request a copy from the fund manager or your adviser.

##### **Keep your investments aligned to your strategy**

The Preferred Portfolio facility and Portfolio Service facility allow you and your adviser to establish and maintain a pre-determined investment strategy through the rebalancing of your portfolio back to your desired settings.

These facilities enable all or part of your SuperWrap account to remain tailored to your investment needs.

 For more information on the Preferred Portfolio facility and Portfolio Service facility, see the 'Benefits and features' section of the Booklet.


##### **Smarter way to manage your tax**

You and your adviser can view, prior to trading, the tax consequences of your investment decisions. Your adviser can provide you with more information about this feature.

#### 5. Easily consolidate existing super into your SuperWrap account

If you have existing super elsewhere, you can take full advantage of the benefits of a single superannuation platform and consolidated reporting by transferring your super into SuperWrap. You can transfer your super benefits in cash, or you may be able to transfer your assets from the other fund into SuperWrap (your adviser can tell you if your assets can be transferred).

Transfers of overseas retirement benefits, other than amounts from KiwiSaver accounts, may also be accepted subject to the laws in the country where the benefits are held and superannuation law. You should seek professional advice before initiating a transfer of overseas retirement benefits.

 For more information on consolidating your accounts, see the 'Benefits and features' section of the Booklet and look for the heading 'Consolidating your accounts'.

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<sup>1</sup> The fund manager refers to the responsible entity of a particular fund.

## What are the main SuperWrap features?

Investments	
Managed funds	Access to over 550 managed funds.
Listed securities	<p>SuperWrap allows you access to securities in the S&amp;P/ASX 300 including:</p> <ul style="list-style-type: none"> <li>– direct shares</li> <li>– listed property/investment trusts</li> <li>– listed debt securities</li> <li>– exchange-traded funds (ETFs)</li> <li>– CHESS depositary interests (CDIs).</li> </ul> <p>Other securities, including derivatives and those outside the S&amp;P/ASX 300, may be added or removed at the Trustee's discretion.</p>
Term deposits	Access to term deposits offering competitive interest rates and a wide range of terms.
Cash Account	Used to settle your transactions and earns interest.
Protection options	
Insurance <sup>1</sup>	A range of insurance benefits and options are available. See the BT Protection Plans PDS for further details.
Tailored portfolio options	
Switching	Switch between your managed funds at any time.
Preferred Portfolio facility	Allows you to maintain a predetermined managed funds investment strategy through regular rebalancing.
Portfolio Service facility	The Portfolio Service facility allows for rebalancing of your investments in cash, managed funds and listed securities in accordance with your pre-determined investment strategy.
Easy transaction options	
Nominated external bank accounts	<p><b>Personal Super Plan</b></p> <p>Flexibility to link external bank or credit union accounts under your regular contribution plan, to make one-off contributions by direct debit or to receive benefit payments from your Cash Account.</p>
	<p><b>Pension Plan</b></p> <p>Flexibility to nominate an external bank or credit union account to receive your income payments.</p>
BPAY <sup>1</sup>	Personal, spouse and employer contributions can be made into your Cash Account using BPAY.
Direct debit <sup>1</sup>	Personal contributions from your nominated bank account may be arranged by your adviser online provided you have linked your bank account to your Cash Account.
EFT and deposit book <sup>1</sup>	<p>You can make personal contributions and your employer can make employer contributions into your Cash Account via EFT. The details you need to use EFT will be provided to you when you join SuperWrap.</p> <p>Upon request, the Administrator can also supply an employer deposit book to your employer.</p>
Cheque Deposit	Personal, spouse and employer contributions can be made by mailing a cheque and a letter detailing your name, investor number (if available), the amount you wish to invest and contribution type.
Regular transaction options	
Regular contribution plan <sup>1</sup>	Allows you, your spouse and/or your employer to contribute regularly from a nominated external bank account into your Cash Account (no minimum applies).
Regular investment plan	Allows you to regularly invest from your Cash Account into your choice of managed funds (no minimum applies).

<sup>1</sup> Available for Personal Super Plan only.

## Investment minimums

Minimum initial investment	<b>Personal Super Plan</b> \$50,000
	<b>Pension Plan</b> \$50,000
Minimum additional investment	<b>Personal Super Plan</b> No minimum
	<b>Pension Plan</b> \$15,000 (a new account is required, which may be consolidated with an existing Pension Plan account) <sup>2</sup> .
Minimum withdrawal	No minimum
Minimum investment per managed fund	No minimum
Minimum withdrawal per managed fund	No minimum
Minimum Cash Account balance	\$2,500 <sup>3</sup>

## Services provided

Consolidated reporting and eStatements	You will receive an Annual Statement after the end of the financial year. If you provide your email address when completing your Application Form, there's no need to wait for statements to arrive in the mail. Instead you will receive email notification as soon as they are available online. An Annual Report for the SuperWrap Plan will also be made available online.
Internet access	Information on your account is available 24 hours a day, 7 days a week by visiting <a href="http://investorwrap.com.au">investorwrap.com.au</a> .

## Other features

Smarter way to manage your tax	You and your adviser can view, prior to trading, the tax consequences of your investment decisions.
Transfer your overseas retirement benefits	You may be able to transfer your overseas retirement benefits, which may be accepted subject to the laws in the country where the benefits are held and superannuation law. Refer to the Additional Information Booklet for more information on overseas sourced transfers or benefits.
Contributions splitting	You are able to split super contributions with your spouse as allowed under superannuation law.
Death benefit payment options <sup>4</sup>	You can nominate dependants under a non-lapsing or non-binding election, or you can select an automatic reversionary pension under the Pension Plan.
Transfer your assets <sup>2</sup>	Allows you to transfer approved investments, such as listed securities and managed funds into your SuperWrap account (subject to certain requirements).

<sup>2</sup> As this may have taxation and other implications, you should consult your adviser prior to making any decisions to consolidate or transfer assets.

<sup>3</sup> This minimum balance requirement does not apply if you are a member of the Pension Plan and the total value of your pension account is below that minimum amount.

<sup>4</sup> Refer to 'Death benefits' within the Booklet for further information.

**i** For more information on the main SuperWrap features summarised above, see the 'Benefits and features' section of the Booklet.

## What are the risks?

It is important to note that all investments involve varying degrees of risk. Super funds invest in a range of asset classes – for example, cash, bonds, property and shares – that have different levels of risk, and offer a variety of investments, reflecting different weightings of these asset classes.

The likely investment return, and the level of risk of losing money (including loss of principal, capital and earnings), is different for each investment option depending on the underlying mix of assets. Generally, the higher the potential return of an investment over the longer term the greater the level of risk of loss in the shorter term.


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

- investments will fluctuate in value
- returns are not guaranteed and you may lose some or all of your money
- investment returns can be volatile and may vary. Past performance is not a reliable indicator of future performance
- laws affecting your super may change and
- the amount of your future super savings may not be enough to provide adequately for your retirement.

Risks associated with a particular investment could include (among other things) risks specific to that investment, market risk, currency risk, interest rate risk, derivatives and gearing risk, alternative investments risk, credit risk, liquidity risk and legal and regulatory risk.

The appropriate level of risk for you will depend on your age, investment timeframe, where other parts of your wealth are invested, and how comfortable you are at the possibility of losing some of your super in some years.

A crucial part of your relationship with your adviser is working out your own risk/return profile or how much risk you are prepared to take in order to generate the returns you want.

 For more information on the risks of super and the Trustee's approach to labour standards or environmental, social or ethical considerations, see the 'Risks of super' section of the Booklet. For more information on the risks associated with each investment (including applicable standard risk ratings), refer to the Investment Options Booklet and any disclosure document for the investments.

## Fees and other 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.

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 ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) has a superannuation calculator to help you check out different fee options.

This document shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole.

Other fees, such as activity fees, adviser 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.

Taxes are set out in another part of this document. Insurance fees and other costs relating to insurance are set out in the BT Protection Plans PDS.

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

The fees and other costs for each investment available within SuperWrap are set out in the Investment Options Booklet and the product disclosure statement for each investment. Also refer to the website, [investorwrap.com.au](http://investorwrap.com.au), which will provide details of any changes to fees and other costs.

## Fees and other costs


The fees and other costs for this product are set out below.

Fees and other costs table								
Type of fee	Amount	How and when paid						
Investment fee	Nil	Not applicable The Trustee does not charge an Investment fee. However, fees and costs will apply in relation to the underlying investments available through SuperWrap. Refer to the 'Additional explanation of fees and costs' section in the Booklet for further details.						
Administration fee	<b>1. Account keeping fee (fixed amount)</b> \$540 pa	The Account keeping fee (fixed amount) is calculated on a daily basis and deducted from your Cash Account on a monthly basis in arrears.						
	<b>2. Account keeping fee (tiered amount)</b> A tiered percentage fee, which means that a separate percentage applies to each tier of your account balance. The fee rate reduces as your balance reaches the higher tiers as detailed in the table below.	The Account keeping fee (tiered amount) is calculated on the average of your opening and closing account balance <sup>1</sup> for the month (or part of a month where you exit SuperWrap) and includes the amount held in your Cash Account. The Account keeping fee (tiered amount) is deducted from your Cash Account on a monthly basis (or on closure of your account) in arrears.						
	<table border="1"> <thead> <tr> <th>Account balance</th> <th>Fee rate</th> </tr> </thead> <tbody> <tr> <td>\$0 – \$1,000,000</td> <td>0.15% pa</td> </tr> <tr> <td>Balance over \$1,000,000</td> <td>Nil</td> </tr> </tbody> </table>	Account balance	Fee rate	\$0 – \$1,000,000	0.15% pa	Balance over \$1,000,000	Nil	
	Account balance	Fee rate						
\$0 – \$1,000,000	0.15% pa							
Balance over \$1,000,000	Nil							
<b>3. Issuer (Trustee) fee</b>	Not applicable.							
	<table border="1"> <thead> <tr> <th>Account balance</th> <th>Fee rate</th> </tr> </thead> <tbody> <tr> <td>All balances</td> <td>Nil</td> </tr> </tbody> </table>	Account balance	Fee rate	All balances	Nil			
	Account balance	Fee rate						
All balances	Nil							
<b>4. Expense recovery</b> Up to \$95 pa, plus 0.03% pa of your SuperWrap account balance for expenses incurred in relation to the Operational Risk Financial Requirement (ORFR). Please refer to the Booklet for more information. The exact amount deducted from your account will be confirmed in your Annual Statement. The Trustee has discretion in deciding whether to pass on to members all or a portion of the actual expenses properly incurred in each financial year by the Trustee in operating your fund. The Trustee intends to exercise its right to recover expenses in respect of costs that relate to your SuperWrap account which include government levies and complying with legislative and prudential requirements.	Expense recovery is calculated based on the expenses incurred and deducted from your Cash Account at the time the expense is applied. The ORFR component is calculated as a percentage of your SuperWrap account balance, including the amount held in your Cash Account. It is calculated and deducted from your Cash Account at the time the expense is applied. Expense recovery is payable to the Trustee and will not be passed on to your adviser or your adviser's dealer group.							

<sup>1</sup> Balances used in this calculation are based on the latest available prices at the time of calculation. Nil balances in the month of exit are excluded for the purposes of this calculation.




## Fees and other costs table (continued)

Type of fee	Amount	How and when paid
<b>Buy/sell spread</b>	<p>Nil.</p> <p>The Trustee does not charge a buy/sell spread. However, a buy/sell spread may be charged by the fund manager of a managed fund that you invest in.</p> <p>The amount of any buy/sell spread will vary, depending on the managed fund investments you select. If you invest in listed securities, generally no buy/sell spreads will apply to these investments.</p>	<p>For managed funds, the buy/sell spread is charged by the fund manager of the underlying investments on a buy or sell of units in those funds. It is applied before the unit price is provided to us.</p> <p>The amount you pay for specific investments and how it is paid is shown in the product disclosure statement or other disclosure document(s) for each underlying managed fund.</p>
		<p> Refer to 'Buy/sell spread' under the 'Additional explanation of fees and costs' section of the Booklet for further information.</p>
<b>Switching fee</b>	Nil	Not applicable
<b>Exit fee</b>	Nil	Not applicable
<b>Advice fees</b> relating to all members investing in a particular investment	Nil	<p>Not applicable</p> <p>The Trustee does not charge an Advice fee. However, you may agree to pay adviser fees to your adviser or your adviser's dealer group. Refer to 'Adviser fees' within the 'Other fees and costs' row below, and the 'Additional explanation of fees and costs' section of this PDS for further details.</p>

## Fees and other costs

### Fees and other costs table (continued)

Type of fee	Amount	How and when paid
Other fees and costs <sup>1</sup>	<b>1. Transaction fee</b> Nil	Not applicable.
	<b>2. Portfolio facility fee</b> \$242.50 pa	Payable to the Administrator if your account is linked to the Preferred Portfolio facility or Portfolio Service facility. The annual fee will be deducted monthly in arrears as part of your Account keeping fee. If you exit these facilities you will continue to be charged the balance of the full annual fee for the current year until the end of the 12 month period.
	<b>3. Adviser fees</b> This amount varies and is calculated on the basis agreed between you and your adviser. The amount you may pay can be found within the 'Additional explanation of fees and costs' section of this PDS.	These fees are payable to your adviser or your adviser's dealer group. Refer to the 'Additional explanation of fees and costs' section of this PDS for further information.
	<b>4. Insurance premiums</b> Applicable if you have insurance cover in the SuperWrap Personal Super Plan. The amount will vary.	Each insurance premium is deducted from your Cash Account on the frequency that you select. Refer to the BT Protection Plans PDS for further information.
	<b>5. Brokerage</b> If you acquire or sell listed securities using the default broker, brokerage will be charged at the rate of 0.10% of the value of the transaction. Brokerage is subject to a minimum charge of \$39 for standard listed security transactions and a minimum charge of \$19.95 for transactions placed via the Portfolio Service facility.	Brokerage is deducted from the balance in your Cash Account at the time the transaction is settled. It is an additional cost to you. If you use an external broker they will negotiate a fee directly with you. This fee will be reflected in the acquisition or disposal cost and will be deducted from your Cash Account at the time of settlement.

 Refer to the 'Additional explanation of fees and costs' section of the Booklet for further information.

<sup>1</sup> For more information about the other fees and costs, such as activity fees (for example, fees and expenses in association with Family Law Act requirements) or incidental fees (such as bank fees, stamp duty, cheque dishonours, fail fees and penalty interest or dishonour fees for failed trade settlement) please see the 'Additional explanation of fees and costs' section of this document and of the Booklet.

## Fees and other costs table (continued)

Type of fee	Amount	How and when paid
<b>Indirect cost ratio<sup>1</sup></b>	<p><b>Cash Account fee</b></p> <p>The Cash Account fee is the difference between:</p> <p>a) the interest rate earned by the Administrator on the underlying bank accounts (including term deposits) it maintains with Westpac in which the cash from your Cash Account is deposited and</p> <p>b) the interest rate the Administrator declares for your Cash Account and which is payable to you.</p> <p>We estimate the Cash Account fee to be approximately 2.13%<sup>2</sup> pa, although the actual fee may vary from time to time. The rate of interest declared by the Administrator will not be lower than the average of the four major Australian banks for comparable cash transaction accounts (if available) with balances of \$10,000<sup>3</sup>.</p>	<p>This fee is charged by the Administrator for the administration of your Cash Account.</p> <p>The Cash Account fee accrues daily. It is charged before interest is calculated and credited to your Cash Account at the end of each quarter in arrears.</p> <p>The Cash Account fee is not separately deducted from your Cash Account. It is deducted from the cash deposited in the underlying bank accounts (including term deposits) the Administrator maintains with Westpac.</p>

1 Fees and costs are also payable in relation to the underlying investments accessible through SuperWrap. The amount you pay for specific underlying investments is shown in the Managed Investments Fees and Costs List and the disclosure document for each underlying investment. For more information, see the 'Additional explanation of fees and other costs' section in the Booklet.

2 The Cash Account fee estimate is based on the average fee for the financial year ended 30 June 2018.

3 You can contact your adviser or a SuperWrap Consultant to confirm the current interest rate declared by the Administrator.

## Additional explanation of fees and costs

### Fees payable for advice and services provided to you

You may negotiate with your adviser to pay the following fees to your adviser or your adviser's dealer group.

You must specify these fees on the relevant form. The amounts you specify will be GST inclusive, but will not take into account any RITCs that may be claimed. Where applicable, the actual amounts that will be deducted from your Cash Account may be adjusted for RITCs that may be claimed in respect of these fees, and may therefore be less than the amounts you specify on the relevant form. Fees in this table are shown inclusive of GST (but not net of RITCs).

Type of fee	Amount	How and when paid
<p><b>Adviser contribution fee</b></p> <p>A fee that you may direct us to pay for financial product advice (and related services) provided to you by your adviser in respect of initial investments you make into SuperWrap as well as any subsequent investments and deposits made under a regular contribution plan.</p>	<p>You can negotiate the amount of this fee (as a dollar or percentage amount) with your adviser.</p> <p>Typically, the Adviser contribution fee should be between 0–5% of each investment you make into your account. You can negotiate a higher amount with your adviser, however the Trustee has the right to reject a higher amount.</p>	<p>Where Adviser contribution fees are specified on the relevant form as either a dollar or percentage amount, you direct us to calculate and deduct these fees from the balance in your Cash Account at the time of each investment or as otherwise directed by you in the relevant form.</p> <p>If a percentage Adviser contribution fee is specified in relation to your initial investment, you direct us to deduct this percentage amount from all contributions (excluding asset transfers and deposits under a regular contribution plan) received within three months of the establishment of your account, unless you instruct the Administrator otherwise.</p>

## Fees and other costs

Type of fee	Amount	How and when paid
<p><b>Ongoing adviser fee</b> A fee that you may direct us to pay in relation to ongoing advice (and related services) your adviser provides in relation to your SuperWrap account.</p> <p><b>Licensee advice fee</b> A fee that you may direct us to pay to your adviser's dealer group in relation to ongoing advice (and related services) provided to you by your adviser's dealer group (where they are an AFSL holder) in relation to your SuperWrap account.</p>	<p>You can negotiate the amount of this fee (as a dollar or percentage amount) with your adviser.</p> <p>Typically, the total of the Ongoing adviser fee and the Licensee advice fee should be between 0–2% pa of the balance of your account. You can negotiate a higher amount with your adviser; however the Trustee has the right to reject a higher amount.</p> <p>If Ongoing adviser fees and/or Licensee advice fees are specified on the relevant form as a percentage amount, you direct us to calculate these fees on the average of your opening and closing account balance<sup>1</sup> for the month (or part of a month where you exit SuperWrap).</p> <p>If Ongoing adviser fees and/or Licensee advice fees are specified on the relevant form as a dollar amount, you direct us to calculate these fees on a full month basis (or part of a month where you exit SuperWrap).</p>	<p>You direct us to deduct the Ongoing adviser fee and/or Licensee advice fee from your Cash Account on a monthly basis (or on closure of your account) in arrears, and continue to pay these fees until you direct us to cease paying each of them.</p> <p>We will continue to pay the Licensee advice fee on the basis of your direction in the relevant form even if you change your adviser. In certain circumstances, such as your adviser moving to a different dealer group, we may automatically cancel or reduce your Licensee advice fee.</p> <p>The Licensee advice fee is only available if your adviser's dealer group has registered with the Administrator to charge it.</p>
<p><b>One-off advice fee</b> A fee that you may direct us to pay when your adviser provides you with financial product advice (and other related services) in relation to your SuperWrap account.</p>	<p>You can negotiate the dollar amount of this fee with your adviser. Typically, the One-off advice fee should be up to \$4,000 pa. You can negotiate a higher amount with your adviser; however the Trustee has the right to reject a higher amount.</p>	<p>If you and your adviser have agreed to this fee and you direct us to deduct it from your Cash Account under the One-off Advice Fee Form, the One-off advice fee will be deducted from your Cash Account at the time the request is processed by the Administrator.</p> <p>The One-off advice fee may be charged multiple times per year up to an aggregate amount of \$4,000 pa. Once that amount is reached, the Trustee has the right to reject any further requests to charge a One-off advice fee in the relevant year.</p>
<p><b>Managed fund transaction fee</b> A fee that you may direct us to pay in relation to financial product advice (and related services) provided to you by your adviser in respect of investing in managed funds on your behalf.</p>	<p>You can negotiate the amount of this fee (as a dollar or percentage amount) with your adviser. Typically, the Managed fund transaction fee should be between 0–5% of each investment you make into selected managed funds. You can negotiate a higher amount with your adviser; however the Trustee has the right to reject a higher amount.</p>	<p>The Managed fund transaction fee specified on your Managed Fund Transaction Form will be deducted from your Cash Account at the time of investment into selected managed funds.</p>

<sup>1</sup> Nil balances in the month of exit are excluded for the purposes of this calculation.

Generally, the benefits of any allowed tax deductions to which SuperWrap is entitled will be passed on to members in the form of reduced fees or costs. Information on taxes is set out in the 'How super is taxed' section in this PDS and the Booklet. Insurance fees and other costs relating to insurance are set out in the BT Protection Plans PDS.

## Fee allocations and platform payments

We may pay up to 100% of the fees and other costs (other than expense recovery) deducted from your account to the Administrator. No payment of any portion of expense recovery will be made to the Administrator or any other parties. The Trustee will retain all portions of expense recoveries to meet its costs.

In limited circumstances and to the extent permitted by law, the Administrator may also pay to your adviser's dealer group (or a related party of your adviser's dealer group) up to 100% of the fees/other payments it receives (including 'Platform service fees and other payments' referred to under the 'Additional explanation of fees and costs' section of the Booklet). The Administrator pays these amounts out of its own funds and they are not additional costs to you.

We must pay 100% of the fees set out in the table (under 'Additional explanation of fees and costs' in this PDS) in accordance with your direction.

**i** For regulatory definitions of fees, 'Performance fees', 'Transaction costs', 'Buy/sell spread', 'Fees and expenses in association with Family Law Act requirements', 'Insurance premiums', 'Taxes', 'Register of alternative forms of remuneration', 'Related party investment arrangements and transactions', 'Third party payments – Platform service fees and other payments' and other fees and costs, see the 'Additional explanation of fees and costs' section of the Booklet. You should refer to [investorwrap.com.au](http://investorwrap.com.au) in conjunction with this PDS, the Booklet, the Investment Options Booklet and the BT Protection Plans PDS to determine the fees and other costs that will apply to your investment in SuperWrap before making an investment decision.

## Changes in fees and other costs

The governing rules of SuperWrap allow us to alter any of the fees and other costs at our discretion and without your consent (up to any specified maximum that applies). Details of current fees and other costs as well as notification of any pending increases, including changes to underlying managed fund fees and other costs, are available online (refer to the 'How will we keep you informed' section of this PDS).

The following maximum fees and other costs are allowed under the Trust Deed.

Transaction fee	8% of the amount transferred plus \$134.71 per transaction (including distributions, corporate actions and investments under regular investment plans)
Account keeping fee	<b>Account keeping fee (fixed amount)</b> \$780 pa
	<b>Account keeping fee (tiered amount)</b> 2% pa, with a minimum charge of \$27.69 per month (or part month)
Issuer (Trustee) fee	0.10% pa
Expense recoveries	no limit
Portfolio facility fee	\$538.83 pa
Dishonour fee	\$73.45
Brokerage fee	0.50% on the value of the trade, with a minimum charge of \$138.48 per trade, or the amount charged by the broker if the default broker is not used

We may charge other fees and costs in accordance with this PDS and the Trust Deed.

We have a general discretion to charge a fee for any other events and to determine the amount of the fee and the method of calculating it.

The maximum rates for dollar-based fees will increase each year in line with inflation (CPI). We will give you 30 days notice before any increase in any fees or the introduction of new fees, other than an increase in the maximum fees and other costs allowed under the Trust Deed as a result of CPI, which will occur automatically on 1 July each year.

In the event of any change in tax laws or their interpretation which affects the rate of GST payable or the input tax credits that SuperWrap may receive, the amounts deducted from your Cash Account in respect of the fees and other costs applied to your SuperWrap account may be varied or adjusted to reflect such changes without your consent or further notice to you.

Your adviser or their dealer group may negotiate with us on your behalf for a reduction to the Account keeping fee. Any reduction to the Account keeping fee following negotiation by your adviser or their dealer group will cease to apply and will revert to the standard level on 30 days notice, or without notice should you cease to be advised by your adviser or their dealer group.

## Fees and other costs

### What will happen if you no longer have an authorised adviser?

SuperWrap is designed to be used by you together with your adviser. For that reason, you will need to have a relationship with an authorised adviser to optimise account features and fee structures. If the relationship ends and you choose not to appoint a substitute adviser within 30 days, you must notify us by completing the Advice Relationship Opt-out Form. This will assist in managing your adviser remuneration arrangements and determining who can access your account. In some cases your adviser may notify us that they no longer provide advice or other related services to you.

At least 30 days after we either process the Advice Relationship Opt-out Form, or alternatively, notify you that the relevant relationship has ended, the following changes will be made to your account.

- You will need to manage your account directly.
- You will have the ability to place transactions online via [investorwrap.com.au](http://investorwrap.com.au).
- The name and branding of your account may change (including on any communications which you will receive from us directly). However, other account details will remain the same.
- Your fees will change (and may increase) to the fees and other costs set out in the disclosure documents for a relevant self-directed SuperWrap product, which we will provide.
- The Portfolio Service facility will no longer be available to you.

## Personal Super Plan and Pension Plan

### Examples of annual fees and costs

This table gives an example of how the fees and costs for accessing the Advance Balanced Multi-Blend Fund through this superannuation product can affect your superannuation investment over a 1 year period. You should use this table to compare this superannuation product with other superannuation products.

Example		Balance of \$50,000 <sup>1</sup>
Investment fees	Nil	For every \$50,000 you have in the superannuation product you will be charged \$0 each year.
<b>PLUS</b> Administration fees	\$78.75 + \$540 (Account keeping fee) + \$95 + 0.03% <sup>2</sup> (Expense recovery)	<b>And</b> , you will be charged \$729.50 in administration fees.
<b>PLUS</b> Indirect costs for the superannuation product	2.13% (Cash Account fee)	<b>And</b> , indirect costs of \$53.25 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 \$782.75 <sup>3</sup> for the superannuation product.

This example is illustrative only and fees and costs may vary for your actual investment. The example only shows the fees and costs that relate to accessing investments through the superannuation product and not the fees and costs of the underlying investments. Additional costs will be charged by the issuers of the underlying investments you decide to invest in. Please refer to the following example illustrating the combined effect of the fees and costs.

- 1 In this example, it is assumed that \$50,000 is held in the Advance Balanced Multi-Blend Fund and an additional \$2,500 is held in your Cash Account for the entire year (please refer to the 'Benefits and features' section to confirm the minimum amount required to be held in your Cash Account). As your account balance increases, the total administration fee you pay as a percentage of your account balance will decrease due to the tiered administration fee structure (as shown in the administration fee scale in the 'Fees and other costs table).
- 2 The exact amount deducted from your account will be confirmed in your Annual Statement. This example includes \$110.75 pa which is comprised of:
  - a) 0.03% pa of the Account balance (or \$15.75 pa) for the Operational Risk Financial Requirement and
  - b) \$95 pa for other expenses we recover for compliance with legislative and prudential standards, and paying compulsory government levies. Please refer to the 'Additional explanation of fees and costs' section in the Booklet for more information.
- 3 Additional fees may apply. This example does not take into account other fees and costs that may apply to some or all of the available investments, such as adviser contribution fees, other advice fees, transaction fees, transaction costs, any applicable buy/sell spread charges, Family Law Act fees, or Government or bank fees. The actual fees and other costs incurred are dependent on the investments you decide to transact in. Refer to the 'Additional explanation of fees and costs' in this PDS and the 'Additional explanation of fees and costs' section of the Booklet for information about the fees and other costs that may apply.

### Example of total costs

This table illustrates the combined effect of fees and costs of the superannuation product and the fees and costs for an investment in the Advance Balanced Multi-Blend Fund through the superannuation product over a 1 year period, based on the same assumptions as the 'Example of annual fees and costs'.

Example – Advance Balanced Multi-Blend Fund		Balance of \$50,000 <sup>1</sup>
Cost of product		If your balance was \$50,000, then for that year you will be charged fees of \$782.75 for the superannuation product.
<b>PLUS</b> fees and costs for an investment in the Advance Balanced Multi-Blend Fund	0.9% (Management costs) <sup>2</sup> + 0.26% (Net transactional and operational costs) <sup>3</sup>	<b>And</b> , fees and costs of \$580 are deducted from your investment.
<b>EQUALS</b> total cost of investing in the Advance Balanced Multi-Blend Fund through the superannuation product		<b>\$1,362.75<sup>4</sup></b>

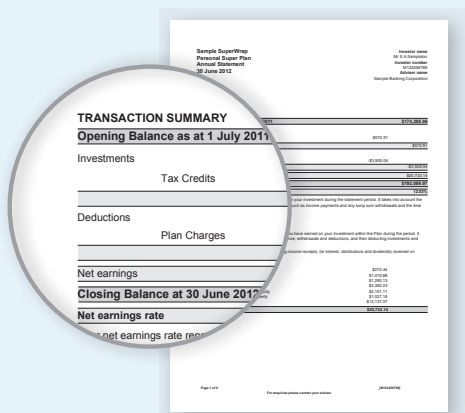
This example is illustrative only and fees and costs may vary for your actual investment. For information regarding the fees and costs of each underlying investment, please refer to the Managed Investment Fees and Costs List or the relevant PDS or other disclosure document for each investment available from your adviser.

- 1 In this example, it is assumed that \$50,000 is held in the Advance Balanced Multi-Blend Fund and \$2,500 is held in your Cash Account for the entire year.
- 2 This amount generally includes management fees, performance fees and indirect costs, such as performance-related fees and other indirect costs (as applicable). It is an estimate based on the fees and costs for the Advance Balanced Multi-Blend Fund with reference to the financial year ended 30 June 2018. For more information regarding these fees and costs, please refer to the 'Additional explanation of fees and costs' section in the Booklet.
- 3 Please refer to 'Other transactional and operational costs' in the 'Additional explanation of fees and costs' section of the Booklet for further information.
- 4 Additional fees may apply. This example does not take into account other fees and costs that may apply to some or all of the available investments, such as transaction fees, transaction costs, any applicable buy/sell spread charges, Family Law Act fees, or Government or bank fees. Refer to the 'Additional explanation of fees and costs' in this PDS and the 'Additional explanation of fees and costs' section of the Booklet for information about the fees and other costs that may apply.

# How will we keep you informed?

SuperWrap's range of convenient services helps to place the information you need at your fingertips.

You have access to:



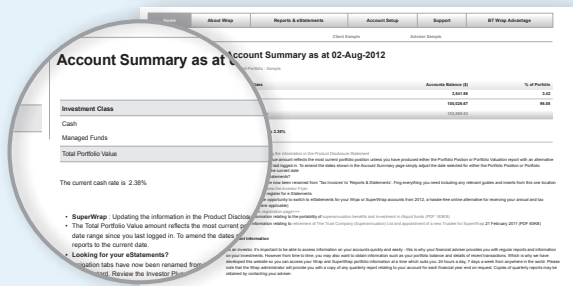
## Consolidated reports for your Personal Super Plan or Pension Plan

After the end of each financial year, we will provide you with the following information.

- An Annual Statement, detailing the transaction and performance history of your account during the financial year.
- An Annual Report, providing you with management and financial information about SuperWrap and the performance of your investment(s).
- Investors in the Pension Plan will receive notice to nominate the income payments they want to receive in the new financial year, and (where eligible) will also receive a payment summary.
- Personal Super Plan investors who made a personal contribution during the financial year will receive a Personal Tax Deduction Notice.

By providing your email address when completing your Application Form, you can receive your statements online as soon as they become available.


In some circumstances, you will receive transaction confirmations in respect of transactions entered into on your behalf. These confirmations can also be accessed online.



## A live view of your SuperWrap account balance, investment holdings and transactions

## How can you access this information?

You can access information about your investments 24 hours a day, 7 days a week via our website. You can enquire about and view your SuperWrap account balance, investment holdings and transactions at [investorwrap.com.au](http://investorwrap.com.au).

 For more information on reports you will receive, see the 'Important information' section of the Booklet.



## How can you contact us?

There are various ways you can contact us to give or receive information.

### How to get access

- Internet [investorwrap.com.au](http://investorwrap.com.au).
- Contact your adviser.
- Contact our SuperWrap consultants on 1300 657 010.

### How do you change your details?

If you need to change any of your personal details, such as your linked bank account or adviser fees and remuneration, you need to let the Administrator know in writing, and you should mail these changes directly to:

SuperWrap  
GPO Box 2337  
Adelaide SA 5001.

### Addressing your concerns

#### How do you give feedback or lodge a complaint?

If you have a concern or complaint about SuperWrap that you cannot resolve with your adviser, please contact a SuperWrap consultant on 1300 657 010 from 8.00am to 6.30pm, Monday to Friday (Sydney time). If we are unable to resolve your concerns over the phone, we will refer the matter to our Complaints Officer. Alternatively, you can outline your complaint in writing to:

The Complaints Officer  
SuperWrap  
GPO Box 2675  
Sydney NSW 2001.

The Complaints Officer will acknowledge receipt of your complaint, and will endeavour to resolve the situation within 90 days of receiving your letter.

#### What should you do if you don't receive a response or you're dissatisfied with the Trustee's response?

If you are not satisfied with the response or have not received a response from the Complaints Officer in 90 days, you may contact the Superannuation Complaints Tribunal (the Tribunal) on:

- online [www.sct.gov.au](http://www.sct.gov.au)
- email [info@sct.gov.au](mailto:info@sct.gov.au)
- telephone 1300 884 114
- postal address:  
Superannuation Complaints Tribunal  
Locked Bag 3060  
Melbourne VIC 3001.

From 1 November 2018 a new dispute resolution body, the Australian Financial Complaints Authority (AFCA), will be replacing the SCT. For new complaints from 1 November 2018 please contact AFCA on:

- online [www.afca.org.au](http://www.afca.org.au)
- email [info@afca.org.au](mailto:info@afca.org.au)
- telephone 1800 931 678
- postal address:  
Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001.

The Tribunal and AFCA are independent bodies established by the Government to help members of super funds resolve complaints.

# What are the next steps?

Here's what you need to do to complete your application.

1

## Read the Booklet, Investment Options Booklet and BT Protection Plans PDS

You should read these documents as they contain further information on SuperWrap and important information about your SuperWrap account. If you still have questions, ask your adviser for more information. Access this information at [superwrap.com.au/superwrap](http://superwrap.com.au/superwrap).

## Finalise your application with your adviser

To establish a SuperWrap account, complete the Application Form for the product you are interested in and send it with your payment (or payment instructions) to the address specified in the form. Cheques should be made payable to:

- 'SuperWrap — PSP — {investor name}' for the Personal Super Plan or
- 'SuperWrap — PP — {investor name}' for the Pension Plan.

Alternatively, the Personal Super Plan also enables you to make direct debit, EFT and BPAY contributions. The contributions you make with cash will be deposited into your Cash Account. The Personal Super Plan and the Pension Plan also enable you to contribute via transfers of approved investments. Send your Application Form and payment (or payment instructions) to:

SuperWrap  
GPO Box 2337  
Adelaide SA 5001.

2

Your adviser can help you complete the Application Form and lodge it on your behalf.

Depending on the options you choose, you may also sign a direct debit request service agreement as part of the application process.

To ensure that you are happy with your initial investment, you have a 14 day cooling-off period to check that it meets your needs. This period starts on the earlier of the date you receive your transaction advice or five days after your investment is accepted. Within this period, you may withdraw your investment (if no cashing restrictions apply) or transfer it to another fund.

Incomplete or invalid applications cannot be accepted and any payments will be invested in a holding account until the correct information is received. The Administrator will attempt to contact you via your adviser, normally within seven business days, but in times of high demand this may take longer. If the Administrator has not received the correct information within one month, your investment may either be returned to you or, if your investment was rolled over from another super fund, returned to the rollover institution. The Administrator may hold the investment in the holding account for more than a month if it is not reasonably practicable to return it to you. You will not earn interest while the money remains in the holding account. Any interest earned in the holding account will be payable to the Trustee and it is not required to account to you for the interest earned. The Trustee has the right to reject any application it receives in part or in full.

3

## Receive a Welcome Pack from the Trustee

Once your application is accepted and processed, we will provide you with a Welcome Pack containing information about how to access your SuperWrap account. You will also receive a PIN and password to securely access your SuperWrap account.

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# 4

## Monitor the progress of your investments and talk to your adviser regularly

You can view your investment portfolio online, and you will also have access to consolidated reports.

You can also work with your adviser to shift money from one investment to another, move out of a particular investment or add a new investment to ensure you still have a well-balanced portfolio.

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# 5

## Review your overall strategy in light of any changing needs or life circumstances

As your life circumstances change or events arise, you should work with your adviser to review your overall investment strategy to make sure it remains appropriate to your financial objectives, situation and needs.

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**i** For more information on your rights and the terms and conditions of SuperWrap, please see the 'Important information' section of the Booklet, including the information under these headings.

- Basis of the PDS and incorporated material
- About SuperWrap
- Cooling-off period
- Authority to operate (about how you can appoint someone to act on your behalf)
- Disclosure documents for underlying funds
- Regulation of your adviser
- Security of SuperWrap assets
- Changing your details
- Communications
- Electronic notifications and updated information
- When instructions will not be acted on
- Protecting your privacy
- Financial crimes monitoring
- Bankruptcy and super
- Eligible rollover fund for SuperWrap (about when you may be transferred out of SuperWrap without your consent)
- Unclaimed money
- Tax File Number (TFN) (what you need to know before giving us your TFN)
- Information in the disclosure documents
- Internet service
- Conflicts.

## For more information

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