

Dated: 1 July 2018

AET small APRA fund – Product Disclosure Statement

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This Product Disclosure Statement (PDS) is a summary of significant information you need to help you decide whether the Australian Executor Trustees Limited (AET) small APRA fund will meet your needs. You can use it to compare the AET small APRA fund with any other superannuation product you may be considering.

The PDS describes the key features, risks and purpose of the AET small APRA fund. It also contains some information we are required to include by law.

The PDS includes references to additional important information contained in the **AET small APRA fund investment guide**, **general reference guide** and **product list** each of which forms part of this PDS. These references are indicated by the information icon  and you should consider the PDS in its entirety before making a decision to establish an AET small APRA fund.

The information contained in this PDS is of a general nature only and does not take into account your individual objectives, financial situation or needs. You should consider the appropriateness

of this information having regard to your objectives, financial situation and needs and we recommend that you seek advice from a financial adviser before making a decision about the AET small APRA fund.

This product is only available to persons receiving this PDS (electronically or otherwise) within Australia. We may refuse an application to establish a fund without providing reasons for the refusal.

1. About the AET small APRA fund

A small APRA fund (SAF) is essentially a self-managed superannuation fund with a professional trustee. Governed by its own trust deed and with four or less members, this type of fund is regulated by the Australian Prudential Regulation Authority (APRA).

A SAF offers the freedom and flexibility of a self-managed superannuation fund but without the associated trustee responsibilities and risk of compliance breaches. Instead, compliance obligations are passed on to a licensed trustee company – like us.

The SAF gives you the choices you need not only in preparing for retirement but when you reach retirement by offering the following features and benefits:

- A professional trustee (AET) is appointed and is responsible for the compliance of your fund.
- Within your fund, each member is allocated their own account, so you can select from a wide choice of available investments relevant to your investment strategy.
- Account structures that have functionality to separate assets for members or manage the investments of the fund as a whole.
- As Trustee, we monitor your investments to ensure you remain within the investment strategy you have selected.

This Product Disclosure Statement (PDS) has been prepared and issued by Australian Executor Trustees Limited (AET) ABN 84 007 869 794 AFSL No 240023 RSE Licence No L0002554. AET is the Trustee of the AET small APRA fund (fund). In this PDS, the terms 'our', 'we', 'us' and 'Trustee' refer to AET. ASIC Class Order 14/1252 applies to this PDS.

- You are able to provide direction to the Trustee as to how your death benefits are to be paid, without needing to comply with the formal requirements of binding death benefit nominations.
- In the event of your bankruptcy, your fund assets are likely to have a high degree of protection from creditors.
- We maintain your trust deed and ensure it is up-to-date with all superannuation legislative requirements.

AET is part of the IOOF group of companies. We provide a comprehensive range of investment management, estate planning and administration, superannuation, accountancy and trustee services. These services are enhanced by specialist advice in the areas of Wills, retirement planning and powers of attorney to offer you access to a complete solution for the management, preservation and transfer of your wealth.

We have been providing financial services to people and businesses throughout Australia for over 130 years. As a prominent licensed trustee company, we hold an Australian Financial Services License and have offices across Australia. For more information about the features of the SAF please visit our website (www.aetlimited.com.au) and for product dashboards, director details, executive remuneration and other documents, please visit www.ioof.com.au.

2. How superannuation works

Superannuation is, in part, a compulsory long-term savings vehicle used to help you accumulate money to support yourself during retirement. Access to your superannuation is restricted to ensure it is available in your retirement.

To encourage people to save for their retirement, the Commonwealth Government provides a range of incentives for savings in superannuation. This means superannuation is taxed differently to other investments and there can be significant tax advantages with using superannuation to save for retirement (see section 7 'How superannuation is taxed' for more information).

The contributions available include:

- Concessional contributions (made with before-tax money, for example compulsory superannuation guarantee or voluntary salary sacrifice)
- Non-concessional contributions (made with after-tax money for example, personal or spouse contributions)
- Contributions from the sale of a small business or personal injury
- Government co-contributions
- Rollovers/transfers

Generally, it's compulsory for employers to make contributions on behalf of their employees. Most employees have the right to choose which superannuation fund the employer should pay those compulsory contributions into.

As superannuation is a low taxed environment, there are some limitations on contributions to superannuation including:

- Caps on the amount that can be contributed while retaining concessional tax treatment, and
- Limits on the age at which you can continue to make contributions.

Accessing your superannuation

The Commonwealth Government requires you to meet certain conditions before you can withdraw your superannuation as a cash lump sum or commence an income stream. Usually you cannot access your superannuation until you retire, after you reach at least age 55. However, if you were born from 1960 onwards, you may have a later access age (up to age 60). This is known as your preservation age.

 You should read the important information about 'Contributing to your fund' and 'Accessing your superannuation savings' before making a decision. Go to page 5 and page 9 in the **AET small APRA fund general reference guide** available on our website www.aetlimited.com.au. The material relating to 'Contributing to your fund' and 'Accessing your superannuation savings' may change between the time when you read this PDS and the day you acquire the product.

3. Benefits of investing with the AET small APRA fund

Investment options	<p>You can select and invest in a range of assets including:</p> <ul style="list-style-type: none"> • cash • approved term deposits • the S&P/ASX 300 listed securities • approved exchange-traded funds and hybrid securities • approved managed funds • direct property • approved non-standard assets <p>You should refer to the AET small APRA fund product list for more details.</p>
Fund administration	<p>We look after the day-to-day administration as well as the annual reporting requirements including:</p> <ul style="list-style-type: none"> • fund establishment • asset and superannuation administration • investment monitoring • compliance checks – ensuring that your fund meets all legislative requirements.
Cash Account	<p>The Cash Account records all transactions and aims to generate a competitive investment return on that part of your Fund that is required to be held in cash.</p>
Flexible income distribution options	<p>Options for income distributions from your investments are:</p> <ul style="list-style-type: none"> • re-invest the distribution back into the same investment • nominate specific investment option(s) for all distributions • retain distributions in your Cash Account.
Investment strategies	<p>You are able to choose from five investment strategies:</p> <ul style="list-style-type: none"> • conservative • moderately conservative • balanced • balanced to moderate growth • growth.

Fund financial reporting	Provided annually on AET My Portfolio.
AET My Portfolio	AET My Portfolio is our secure online portal that allows you to view your fund details. It is available 24 hours a day, 7 days a week with secure access to your account online. Simply visit www.aetmyportfolio.com.au .

Making a start

On establishment, your small APRA fund must have a minimum balance of \$200,000.

When you roll over superannuation monies from another fund, as part of your application, you will have three months to meet the minimum balance requirement of \$200,000.

Following is a summary of minimum amounts that will apply to your small APRA fund:

Minimum amounts		
Minimum fund balance on application	\$200,000	
Cash Account	Funds under \$1 million	\$5,000
	Funds over \$1 million	0.5% of account balance
Withdrawals	\$5,000	

! You should read the important information about 'Getting started' before making a decision. Go to page 2 in the **AET small APRA fund general reference guide** available on our website www.aetlimited.com.au. The material relating to 'Getting started' may change between the time when you read this PDS and the day you acquire the product.

4. Risks of superannuation

All investments carry some risk. As with the purchase of any financial product, you should consider the risks that may impact your investment in superannuation. Different investment options carry different levels of risk depending on the assets that make up those options. Assets with the highest expected long-term returns may also carry the highest level of short-term risk.

Keys risks that may adversely affect your investment in the SAF may include:

- The value of investments will vary overtime.
- The level of returns will vary, and future returns may differ from past returns.
- Returns are not guaranteed, and you may lose some of your money. For example, if you leave the SAF shortly after joining or sell out of an investment asset shortly after purchasing it, you could get back less than the amount put in because of the level of investment returns and the effect of fees, costs and taxes.

- Superannuation and/or taxation laws could change in the future, which may affect the value of your superannuation and/or ability to access your benefit.
- Insufficient diversification of investments resulting in increased exposure to volatility or losses.
- The amount of your future superannuation savings (including contributions and returns) may not be enough to provide adequately for retirement.

Everyone has a different attitude toward risk and return. It is important to link your investment style to your age, investment timeframe, risk tolerance and any other investments you may have.

! You should read the important information about 'More about risks' before making a decision. Go to page 19 in the **AET small APRA fund general reference guide** available on our website www.aetlimited.com.au. The material relating to 'More about risks' may change between the time when you read this PDS and the day you acquire the product.

5. How we invest your money

The overriding objective of any superannuation fund is to maximise each member's retirement benefits, within acceptable parameters of risk and diversity. The AET small APRA fund has investment strategies available to give you a level of flexibility in how you set about achieving your investment goals.

The investments you choose from the investment options available must align with your chosen investment strategy. The investment strategies available vary in:

- level of risk
- investment objectives (goals)
- strategies (ways of achieving those goals)
- types of assets in which investments are made.

Once an investment strategy has been selected, we will monitor your portfolio to ensure that it remains within your chosen strategy. We will review and rate assets that may be considered for inclusion in your fund.

We categorise investments as either income investments or growth investments:

- **Income investments** include cash, Australian fixed interest and international fixed interest.
- **Growth investments** include Australian shares, international shares, property and others.

This allows you to invest in a range of investments which may be diversified across different asset classes, fund managers and investment styles.

Warning: When making a choice about the investments that best suit you, you should consider the likely investment returns and risks and your investment timeframe. For more information speak to your financial adviser.

The below table provides an example of the investment strategies which are available in the AET small APRA fund:

Strategy 3 – Balanced							
Suitability	This strategy is designed to produce a moderate level of income accumulation and medium capital growth over the longer term and should also provide moderate liquidity.						
Objective	To achieve a moderate level of income accumulation and medium capital growth over the longer term with moderate liquidity.						
Performance benchmark (or 'Investment return objective')	Consumer price index +3%						
Asset class	<table border="1"> <thead> <tr> <th>Asset class</th> <th>Allowable range (%)</th> </tr> </thead> <tbody> <tr> <td>Income investments</td> <td>35-65</td> </tr> <tr> <td>Growth investments</td> <td>35-65</td> </tr> </tbody> </table>	Asset class	Allowable range (%)	Income investments	35-65	Growth investments	35-65
	Asset class	Allowable range (%)					
	Income investments	35-65					
Growth investments	35-65						
Time horizon	More than 3 years						
Risk level	Medium						

For further details about the range of investment strategies and options, our investment selection process, investing in term investments and listed investments, online instructions and investment risk please refer to the AET small APRA fund investment guide.

 You should read the AET small APRA fund investment guide available on our website www.aetlimited.com.au. The material in the **AET small APRA fund investment guide** may change between the time when you read this PDS and the day you acquire the product.

6. Fees and costs

DID YOU KNOW?

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

For example, total annual fees and costs of 2 per cent of your account balance rather than 1 per cent could reduce your final return by up to 20 per cent 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 and 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 check out different fee options.

This section shows the fees and other costs that you may be charged. These fees and costs may be deducted from your fund, from the returns on your investment or from the fund assets as a whole.

Other fees, such as activity fees and advice fees for personal advice, may also be charged but these will depend on the nature of the activity and advice chosen by you.

Taxes, insurance fees and other costs relating to insurance are set out in other parts of this PDS as well as the AET small APRA fund general reference guide. You should read all the information about fees and other costs because it is important to understand their impact on your investment. You can also use this information to compare the fees and costs with other super products.

The total fees and charges you pay will include the costs of the SAF as well as the cost of the investments you choose for your fund and the fees for any other services you agree with your financial adviser. Please refer to the PDS or other relevant disclosure documents of the investments you choose for further details. It is important you understand the cumulative effect of the costs of the SAF and the investments you select.

All fees shown in this guide include GST less any reduced input tax credits (where applicable). Where fees and costs have been quoted to two decimal places, the actual amount may have been rounded.

AET small APRA fund

Type of fee	Amount	How and when paid										
Investment fee	Nil	Not applicable										
Administration fee	SAF Management fee <table border="1"> <thead> <tr> <th>Fund value</th> <th>Fee pa</th> </tr> </thead> <tbody> <tr> <td>\$0 - \$250,000</td> <td>1.06%</td> </tr> <tr> <td>next \$250,001 - \$750,000</td> <td>0.33%</td> </tr> <tr> <td>next \$750,001+</td> <td>0.22%</td> </tr> <tr> <td colspan="2">Maximum fee of \$7,500 pa</td> </tr> </tbody> </table>	Fund value	Fee pa	\$0 - \$250,000	1.06%	next \$250,001 - \$750,000	0.33%	next \$750,001+	0.22%	Maximum fee of \$7,500 pa		The Administration fee is based on the net value of your fund on the last day of the month. The fee is apportioned and deducted from each member's account monthly in arrears.
Fund value	Fee pa											
\$0 - \$250,000	1.06%											
next \$250,001 - \$750,000	0.33%											
next \$750,001+	0.22%											
Maximum fee of \$7,500 pa												
Buy-Sell spread	Please refer to the relevant managed investment PDS for specific details.	When you move money in or out of your fund or buy or sell a managed investment, you may incur a buy/sell spread. A buy-sell spread is added to, or deducted from (as applicable), the unit price of the relevant managed investment. The buy-sell spread that applies to each managed investment can change from time to time. Please refer to the relevant managed investment PDS for specific details.										
Switching fee The fee for changing the investment options	Nil	Not applicable										
Exit fee The fee to close your investment	Nil	Not applicable										
Advice fees' Relating to all members investing in a particular investment option	Nil	No advice fees will be charged unless you request us to do so. For this product, you may negotiate directly with a financial adviser for one or more of the member advice fees to be deducted separately from your fund.										
Other fees and costs												
Establishment fee The fee to open your investment	New funds: Nil Established funds (if you appoint us as the Trustee of an established fund): Administration Service fee \$220 per hour for reconstruction and transfer of data. Further charges will apply for each outstanding statutory lodgement and audit completed.	Not applicable Payable when we become Trustee of your fund and the assets are transferred to us. We will agree the fee with you prior to any reconstruction or transfer of data is commenced.										
Additional service requests including but not limited to, contribution split requests in the current financial year, reissue of statutory documentation and member requested adjustments	Administration service fee \$220 per hour	Payable at the time of the request, from relevant member's account										
Non-standard Asset fee	\$250 per asset pa	The Non-standard Asset fee is payable if your fund holds any non-standard assets. Please refer to the investment guide for information about non-standard assets. The fee is apportioned and deducted annually based on the holdings of non-standard assets as at 1 July each financial year.										
Regulatory and audit costs												
Audit fee The fee for the audit of your fund	\$300 per fund pa	Payable annually, as incurred, from your fund's assets. Apportioned to all fund members and deducted from each member's account. The Audit fee is charged by an external service provider and is subject to change at any time.										

Type of fee	Amount	How and when paid
APRA levy The fee for prudential regulation of your fund	\$590 per fund pa	Payable annually, as incurred, from your fund's assets. Apportioned to all fund members and deducted from each member's account. The APRA Levy is set by the Government and is subject to change at any time.
BAS fee The fee for preparation of your fund's Business Activity Statement	\$250 per fund pa	Payable annually, as incurred, from your fund's assets. Apportioned to all fund members and deducted from each member's account.
Actuarial Service fee The fee for preparation of your fund's actuarial certificates	\$100 per section 295-390 certificate pa \$180 per defined benefit certificate pa	Payable annually as incurred, from relevant member's account. The Actuarial Service fee is charged by an external service provider and is subject to change at any time.
Tax Return Preparation fee The fee for the preparation of your fund's tax return	\$235 per fund pa	Payable annually, as incurred, from your fund's assets. Apportioned to all fund members and deducted from each member's account.
Indirect cost ratio	The indirect cost ratio and net transaction cost varies across the underlying managed investments available. No indirect cost ratio applies to listed investments and term deposits. Performance related fees may also apply when the investment return generated by the managed fund exceeds a specific criteria or benchmark.	Generally calculated daily as a percentage of the amount you have invested in each wholesale fund. It is not deducted directly from your account, but is generally incorporated into the unit price of the wholesale fund and is generally charged monthly or quarterly in arrears. Please refer to the relevant managed investment PDS for specific details.

1 Member advice fee(s) – we will acquire and pay for the services of a financial adviser selected by you. This fee is deducted from your account (see 'Financial adviser remuneration' under 'Additional explanation of fees and costs' in the general reference guide).

Example of annual fees and costs for a balanced investment option

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

EXAMPLE— IOOF MultiSeries70		BALANCE OF \$200,000 ³
Investment fees	Nil	For every additional \$5,000 you put in, you will be charged \$0 each year.
PLUS Administration fees	Administration fee 1.06%	AND , you will be charged \$2,120 in Administration fees.
PLUS Indirect costs for IOOF MultiSeries 70	0.50 x \$200,000 = \$1,000	AND indirect costs of \$1,000 will be deducted from your investment.
EQUALS cost of the product		If you had an investment of \$200,000 ⁴ , then for that year you will be charged fees of \$3,120 ² .

2 Additional fees may apply, such as the Audit fee (\$300), APRA levy (\$590), BAS Fee (\$250) and Tax Return Preparation Fee (\$235), which are fixed fees regardless of the fund's value and proportioned between fund member accounts. And, you may be charged a buy-sell spread whenever you make a contribution, exit or investment switch. A buy-sell spread (which applies whenever you make an investment purchase or redemption) for exiting is currently 0.19% (this will equal \$380 for every \$200,000 you withdraw).

3 This example does not consider any market movement in the value of the investment option and assumes that no further transactions were made.

4 No withdrawals have been taken into account with this example.

Alteration to fees

In certain circumstances, where it is reasonable for us to do so, we may alter the fees and costs applied to your superannuation account (subject to law). However, before doing so, we will provide you with at least 30 days' notice of any change. We also have the right to introduce new fees. External cost pressures such as increased regulatory complexity and the introduction of new or improved member services are but two of the circumstances that may give rise to an increase in fees and costs.

 You should read the important information about 'Fees and other costs' before making a decision. Go to page 7 in the **AET small APRA fund general reference guide** available on our website www.aetlimited.com.au. The material relating to 'Fees and other costs' may change between the time when you read this PDS and the day you acquire the product.

7. How superannuation is taxed

Warning: Under superannuation law, we are authorised to collect your tax file number (TFN), which will be used only for lawful purposes and in accordance with the Privacy Act 1988. It is not an offence if you choose not to provide your TFN, but providing it has advantages, including:

- we will be able to accept all types of contributions to your account
- other than the tax that may ordinarily apply, you will not pay more tax on your superannuation than you need to
- it will be easier to find different superannuation accounts in your name.

Tax may apply to contributions, investment earnings and withdrawals. We generally only deduct tax on contributions and on investment income from your account at the time we need to pay it to the Australian Taxation Office (ATO). This means that your superannuation receives earnings on the full amount invested right up until the time tax is paid.

Tax on contributions

Concessional (before-tax) contributions including compulsory employer, salary sacrifice contributions and tax deductible personal contributions are taxed at the rate of 15 per cent in the fund until you reach the concessional contributions cap. Individuals with income above \$250,000 per annum will pay an additional 15 per cent tax on concessional contributions. Concessional contributions are subject to a cap of \$25,000 per annum.

Non-concessional (after-tax) contributions including personal after-tax and spouse contributions are not taxed in the fund, but are capped at \$100,000⁵ per person, per year. If you have a total super balance of \$1,600,000 or more, your non-concessional contributions cap will be reduced to nil.

As superannuation is a low taxed environment, the Commonwealth Government sets a limit that you can contribute in each financial year for each type of contribution before additional tax is payable.

You are assessed personally for any tax on excess contributions, and for the additional 15% tax on contributions for high income earners. Therefore it is your responsibility to ensure that you do not exceed the caps and are aware of the potential for increased tax resulting from your superannuation contributions.

Tax on investment earnings and capital gains

The rate of tax applied to earnings, which is the interest and investment income from your investment options, is 15 per cent. Capital gains are eligible for a 1/3 discount if the asset has been held for longer than 12 months.

Tax on withdrawals

The great advantage of superannuation is that you can grow your investment in a low tax environment and take your retirement benefits tax-free once you turn age 60.

When you are aged 60 and over

Generally, lump sum withdrawals and pension payments after age 60 are tax free.

If you are under age 60

If you are eligible (see the 'Accessing your superannuation savings' section in the AET small APRA fund general reference guide), you can withdraw some or all of your superannuation savings in cash, as a lump sum.

In some circumstances, we are required to deduct tax, depending on your age and the tax components of your benefit. If you have provided your TFN, the maximum rate of tax that we would deduct from money you withdraw as a lump sum is 20 per cent plus the Medicare Levy.

If you take your benefit in the form of a pension, part or all of each pension payment will be taxable at your marginal tax rate, but a tax offset of 15 per cent will apply if you are aged between your preservation age and 59.

 You should read the important information about 'How superannuation is taxed' before making a decision. Go to page 13 in the **AET small APRA fund general reference guide** available on our website www.aetlimited.com.au. The material relating to 'How superannuation is taxed' may change between the time when you read this PDS and the day you acquire the product.

8. Insurance in your superannuation

Your fund allows you to enter into personal insurance policies. If insurance is obtained through your small APRA fund, we (as Trustee) will be the policy owner and the insured is the fund member.

Types of personal insurance through superannuation include:

- income protection
- death only cover
- death and total & permanent disablement cover.

To apply for insurance through your fund, you will need to complete the relevant application and forms required by your chosen Australian licensed insurer, and forward to us at:

Australian Executor Trustees Limited
GPO Box 546, Adelaide SA 5001

We will arrange for the premiums to be paid directly from your fund to your nominated insurer. Your fund may be able to claim a tax deduction for premiums paid on some types of insurance cover. On renewal of your policy, we will index your benefits in line with inflation (if possible) unless you decline benefit indexation on your insurance application form.

AET does not offer a group insurance policy; all policies must be individually underwritten. You should consult your financial adviser before entering into any insurance contracts.

⁵ Until you reach age 65, you can choose to bring forward up to two years' entitlements and contribute up to \$300,000 of non-concessional contributions in any three year period. The capacity to bring forward future years' cap entitlements may be restricted if the total value of your superannuation and pension benefits are more than \$1.4 million.

9. How to open an account

Before you make a decision to establish a fund, or to open a new account in an existing fund, you should read and consider all of this PDS, the AET small APRA fund investment guide and general reference guide which forms part of the PDS carefully and obtain professional advice.

To establish your fund, please follow the steps below:

- complete the relevant application form(s) and any other relevant forms in the forms booklet (complete the admittance of new member form if you are applying to become a new member of an established fund) and send all completed forms to us at:
Australian Executor Trustees Limited, GPO Box 546, Adelaide SA 5001
- provide your financial adviser with proof of identity and they, in turn, will provide us with a completed 'Identification form – individuals and sole traders' which is included in the forms booklet.

Upon receipt and acceptance of your application, to establish your new fund we will:

- request an ABN from the ATO
- register your fund with APRA.

This process can take some time to complete. The ATO has up to 21 days to issue an ABN and once received, APRA has up to a further 28 days to issue registration details. Your fund cannot accept contributions, rollovers or trade until it has been registered with APRA. When the establishment of your fund is complete, we will send you a welcome letter providing you with your fund's details.

Cooling-off period

You have 14 days to request the cancellation of your fund application and obtain repayment of your contribution or rollover. The 14-day period starts from the later of:

- the time you receive confirmation that your application has been accepted
- 5 days after your fund has been established.

Your written request must be sent to us at:

Australian Executor Trustees Limited, GPO Box 546, Adelaide SA 5001

If you exercise your cooling-off rights, the amount refunded may be less than the amount you contributed or rolled over. The amount refunded may be adjusted to reflect any movements in the value of your fund and any applicable tax (including any tax or surcharge, for which you are assessed, relating to contributions or benefit payments) and reasonable administration and transaction costs.

You cannot exercise your cooling-off rights if you have exercised any other right or power you have in relation to your fund, ie if you have commenced trading from your fund.

Complaints resolution

For general enquiries about your fund, please contact your financial adviser.

If you have a complaint about any aspect of your fund, please call the Manager Customer Care on 1800 254 180 or write to:

Manager, Customer Care
Australian Executor Trustees Limited
Reply Paid 264
Melbourne VIC 8060

When you get in touch with us, please provide:

- your contact details
- your fund number
- a detailed description of the facts surrounding your complaint.

Where possible, concerns will be resolved immediately.

If further investigation is required, our complaints officer will acknowledge your complaint in writing and will consider and deal with your complaint as quickly as possible. We are required by law to respond to your complaint within 90 days.

If you are not satisfied with our handling of your complaint, or a decision we have made in relation to your complaint, you may contact the Superannuation Complaints Tribunal (SCT) by calling 1300 884 114 or by writing to the SCT at Locked Bag 3060, Melbourne VIC 3001.

This service is available free of charge to you, but the SCT can only hear your complaint after you have first made use of our internal complaints handling arrangements. This service is available free of charge to you, but the SCT can only hear your complaint after you have first made use of our internal complaints handling arrangements. From 1 November 2018 the SCT will be replaced by the Australian Financial Complaints Authority.

10. Other information

Information in this PDS is subject to change from time-to-time. Where a change is not materially adverse to you, updated information about your fund can be obtained by:

- referring to our website (www.aetlimited.com.au)
- emailing us at aetclientservices@aetlimited.com.au
- calling us on 1800 254 180.

A paper copy of the updated information and this PDS will be provided on request.

Privacy

We recognise the importance of protecting your privacy. Any information we collect about you will be handled in accordance with our Privacy Policy, which contains information about how we manage your personal information, how you may access or correct your personal information, and how you may complain about a breach of your privacy.

To obtain a copy of the IOOF group's Privacy Policy please contact our Client Services Team on 1800 254 180 or through our website www.aetlimited.com.au/privacy



You can find all other general information about the SAF in the 'Other general information' section of the AET small APRA fund general reference guide.