Zuper Super

Additional Information Guide

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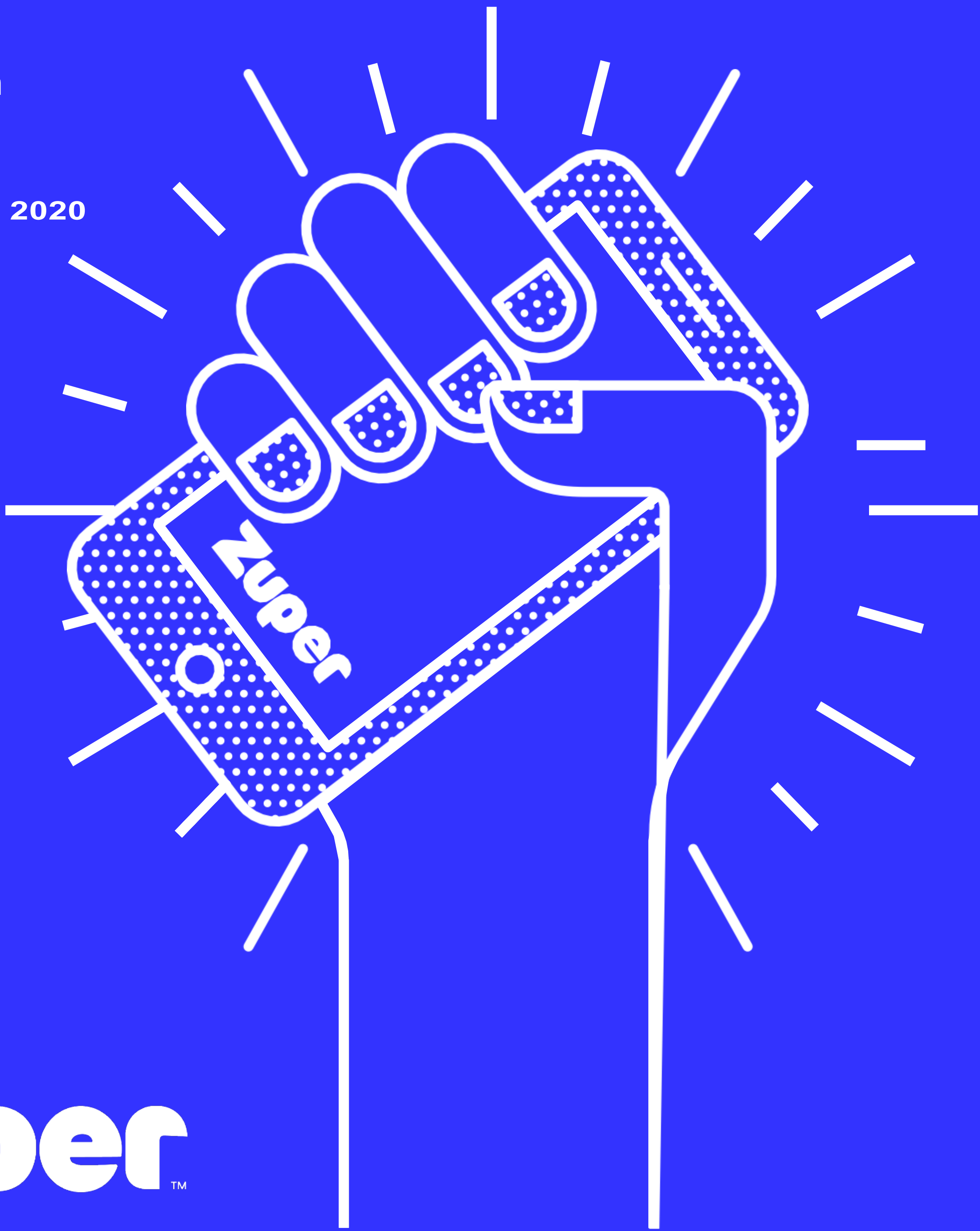
18 November 2020



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ISSUED BY DIVERSA TRUSTEES LIMITED ABN 49 006 421 638 AFSL 235153
USI 43 905 581 638 004

Contents

This Additional Information Guide (AIG) forms part of the Product Disclosure Statement (PDS) dated 1 July 2020 for Zuper Super (ABN 43 905 581 638), as issued by Diversa Trustees Limited (ABN 49 006 421 638; AFSL 235153).

The information contained in this AIG is general information only and does not take into account your personal objectives, financial situation or needs. You should consider obtaining financial advice tailored to your personal circumstances before making a decision to invest in this product. The Trustee will make member statements, any notifications regarding material changes or significant events affecting this product, and contributions confirmations, available online and/or email. Disclosure documents will be made available electronically, and members will be notified when they are available. Information in this document may change from time to time.

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

1. Fees and costs

DID YOU KNOW?

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

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

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

You or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

* The above Consumer Advisory Warning is a government prescribed warning. Zuper Super does not negotiate fees and other costs with members or employers.

The information in this table in this section shows the fees and other costs that you may be charged. These fees and costs may be deducted directly from your account, from the returns on your investment before they are allocated to your account, or from the Fund's assets as a whole.

The fees quoted in this section are exclusive of GST unless otherwise stated. Entry and exit fees cannot be charged. For information about taxes, see section 6 – Taxation.

For a further breakdown of the fees and costs by investment option, see the table on the following page.

For definitions of the fees and costs referenced in the table, see section 1.2 – Defined Fees.

Fees and Costs - Zuper Impact. Zuper Impact+ and Zuper Tactical Tilt Options[1]

Type of fee1	Amount	How and when paid
Investment fee[2]	Nil	Deducted from the investment returns before the unit prices are determined and applied to your account
Administration fee[2, 3]	0.88% - 0.90% p.a.	Deducted from the investment returns before the unit prices are determined and applied to your account
Buy-sell spread	Nil	A cost incurred on the sale or purchase of assets
Switching fee	Nil	N/A
Advice fees relating to all members in the investment option	Nil	N/A
Other fees and costs[4]	Varies	Please see 'Additional Explanation of Fees and Costs' below.
Indirect cost ratio[2]	0.11% - 0.28% p.a.	Deducted from the investment returns before the unit prices are determined and applied to your account.[5]

1 This information is correct for the financial year 1 July 2020 to 30 June 2021.

2 If your account balance is less than $6,000 at the end of the financial year (30 June), the total combined amount of investment fees, administration fees and indirect costs charged to you is capped at 3% of your account balance. Any amount in excess of that cap must be refunded to your account.

3 The administration fee includes a 0.05% fee deducted from investment returns before the unit prices are determined and applied to your account to satisfy the Operating Risk Financial Reserve requirements (ORFR) and the Promoter Fee.

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

5 The Indirect Cost Ratio (ICR) is an estimate based on the investment-related costs (including performance-related fees payable to external investment managers where applicable) incurred for the 12 months ended 30 June 2020. Actual costs may vary depending on the investment option you choose. If actual costs vary considerably from this estimate, the estimate will be updated.

Breakdown of Fees and Costs by Investment Option[1]				
Zuper Super Investment Option	**Investment Fee**	**Administration Fee[2]**	**Indirect Cost Ratio[3]**	**Total Fee[4]**
Zuper Impact	Nil	0.88%	0.11%	0.99%
Zuper Impact+	Nil	0.88%	0.21%	1.09%
Zuper Impact+ & Zuper Green	Nil	0.90%	0.28%	1.18%
Zuper Impact & Zuper Green & Zuper Health	Nil	0.90%	0.19%	1.09%
Zuper Impact+ & Zuper Green & Zuper Health	Nil	0.90%	0.27%	1.17%
Zuper Impact & Zuper Green & Zuper Health & Zuper Tech	Nil	0.90%	0.18%	1.08%
Zuper Impact+ & Zuper Green & Zuper Health & Zuper Tech	Nil	0.90%	0.26%	1.16%
Zuper Impact & Zuper Health	Nil	0.90%	0.18%	1.08%
Zuper Impact+ & Zuper Health	Nil	0.90%	0.26%	1.16%
Zuper Impact & Zuper Health & Zuper Tech	Nil	0.90%	0.17%	1.07%
Zuper Impact+ & Zuper Health & Zuper Tech	Nil	0.90%	0.25%	1.15%
Zuper Impact & Zuper Tech	Nil	0.90%	0.17%	1.07%
Zuper Impact+ & Zuper Tech	Nil	0.90%	0.25%	1.15%
Zuper Impact & Zuper Green & Zuper Tech	Nil	0.90%	0.19%	1.09%
Zuper Impact+ & Zuper Tech & Zuper Green	Nil	0.90%	0.27%	1.17%

[1] This information is correct for the financial year 1 July 2020 to 30 June 2021.

[2] The administration fee includes a 0.05% fee deducted from investment returns before the unit prices are determined and applied to your account to satisfy the Operating Risk Financial Reserve requirements (ORFR) and the Promoter Fee.

[3] The Indirect Cost Ratio (ICR) is an estimate based on the investment-related costs (including performance-related fees payable to external investment managers where applicable) incurred for the 12 months ended 30 June 2020. Actual costs may vary depending on the investment option you choose. If actual costs vary considerably from this estimate, the estimate will be updated.

[4] If your account balance is less than $6,000 at the end of the financial year (30 June), the total combined amount of investment fees, administration fees and indirect costs charged to you is capped at 3% of your account balance. Any amount in excess of that cap must be refunded to your account.

1.1 Additional Explanation of Fees and Costs

Family Law Enquiry Fee

Zuper Super charges $77 to prepare the information that is required to be provided under the Family Law Act 1975. The charge must be paid by the party requesting the information.

Family Law Split Fee

Zuper Super charges $77 to split the interest in your Zuper Super account upon receipt of a splitting agreement or Family Court order.

Fee Cap for Low Account Balances

If your account balance is less than $6,000 on the last day of the financial year that you have an account balance with Zuper Super (i.e. 30 June or earlier if you exit the Fund) (‘relevant date’) you will not pay more than 3% of the balance of your account (on the relevant date) in capped fees and costs over the year. If the total amount of capped fees and costs charged to you is more than 3% of your account balance on the relevant date, the Trustee must refund the difference to your Zuper Super account within three months of the end of the Fund’s income year.

Capped fees and costs are in respect of the Investment Fee, the Administration Fee and the Indirect Cost Ratio (ICR).

Insurance Premiums and Administration Fee

If you hold insurance cover through your Zuper Super account, insurance premiums will be deducted from your account monthly in arrears.

The costs of insurance cover provided through Zuper are explained in the Zuper Super Insurance Guide.

Premium rates are inclusive of an insurance administration fee of 11% (including GST). The insurance administration fee is payable by the Insurer to the Administrator, to cover the costs of administering the insurance arrangements.

Operational Risk Financial Reserve

All superannuation funds are required to establish and hold an Operational Risk Financial Reserve (ORFR) to specifically cover potential losses arising from operational risks. An operational risk is the risk of a loss resulting from inadequate or failed internal processes, people and systems, or from external events. The ORFR may be drawn upon to assist in compensating members or the Fund in the event of an operational risk occurring.

The Trustee has established an ORFR Strategy which details how the ORFR will be satisfied and maintained. The ORFR will be funded from the Administration Fee.

Promoter Fee

A portion of the Administration Fee we collect from you is paid by the Trustee to the Fund Promoter for services provided to Zuper Super.

If you join Zuper Super, you will be asked to authorise the Trustee to pay Promoter Fees to RevTech Media Pty Ltd, as the Promoter of Zuper Super.

Taxes

The tax consequences of your investment in Zuper are explained in section 6 - Taxation.

1.2 Defined Fees

Activity Fees

A fee is an *activity fee* if:

(a) the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:
  - **i)** that is engaged in at the request, or with the consent, of a member; or
  - **ii)** that relates to a member and is required by law; and

(b) those costs are not otherwise charged as an administration fee, an investment fee, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

Administration Fees

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

(a) borrowing costs; and

(b) indirect costs that are not paid out of the superannuation entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee of the entity or in an interposed vehicle or derivative financial product; and

(c) costs that are otherwise charged as an investment fee, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Advice Fees

A fee is an *advice fee* if:

(a) the fee relates directly to costs incurred by the trustee of the superannuation entity because of the provision of financial product advice to a member by:
  - **i)** a trustee of the entity; or
  - **ii)** another person acting as an employee of, or under an arrangement with, a trustee of the entity; and

(b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an insurance fee.

Buy-Sell Spreads

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

Exit Fees

An *exit fee* is a fee, other than a buy-sell spread, that relates to the disposal of all or part of a member's interests in a superannuation entity.

Indirect Cost Ratio

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

Note: A dollar-based fee deducted directly from a member's account is not included in the indirect cost ratio.

Investment Fees

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

(a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and

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

Switching Fees

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

1.3 Other information about fees

Increases or Alterations in Fees and Costs

The Trustee has the power to increase fees and costs at any time, and the Trust Deed of Smartsave Super does not impose maximum limits in relation to an increase in fees and costs to members. Normally you will be given 30 days' notice of any increase in fees and costs. Market and external cost pressures are examples of two of the circumstances which may give rise to a change in fees and costs.

Expenses of operating Zuper Super (such as investment management fees charged by the underlying fund managers) may change at any time without notice, and any changes in expenses may affect the estimated Investment Fees. The Insurer may alter insurance premiums on each renewal of Zuper Super's insurance policy.

2. Investment information

The Trustee, related parties and other entities mentioned in this document do not assure or guarantee the success of Zuper Super any particular investment option, the repayment of capital or a particular rate of return.

We do not provide any advice or recommendations about any of the investment options available through Zuper Super. We are not aware of your objectives, financial situation or needs and have not taken those matters into account in preparing this document.

The performance of each investment option is dependent on the performance of the underlying investments, which can fall as well as rise in value, resulting in capital losses or capital profits. Members should not take past performance as an indication of future performance. The general market and economic conditions that existed in the past could be different in the future and these differences could have a significant impact on investment returns.

2.1 The difference between defensive and growth assets

Generally, investments are purchased for their income producing potential (known as defensive assets) or because the capital value is expected to grow over time (known as growth assets).

Defensive Assets

Defensive assets include bank deposits, fixed interest securities, mortgages and debentures. The main advantage of these methods of investment is that the original capital invested is relatively secure. This is because the investment organisation often takes the investment risks and guarantees to pay back the capital at the end of the period of investment. They may also pay a defined income return for a specified period, usually a rate of interest, so the rate of return is known in advance.

Two disadvantages of interest income are that:

1. The return is fully taxable in the year in which the interest is received; and
2. There are no tax concessions available.

Additionally, the original capital does not usually grow in value, so the investment does not have the potential to maintain its purchasing power against inflation.

Thus, defensive assets provide good security and may provide a defined income stream for a time period, but they are not tax efficient and their value may not grow over time.

Growth Assets

Growth assets include property, Australian and international company shares, and a range of more specialised investments, some of which are riskier than others.

Capital growth occurs when investors collectively believe that future profits or rental from an asset will be higher in the future than today and are therefore prepared to pay more to purchase the asset. Similarly, capital values fall if investors collectively believe that future profits and rentals will be lower in the future than today. For example, capital values may fall if investors believe rentals will be lower in the future than today. For example, capital values may fall if investors believe that the economy is heading for a downturn.

As investors' perceptions about the future change, the value of capital growth investments fluctuates. However, in the long run, the returns on capital growth investments are likely to outperform fixed interest and cash investments. This is particularly true if the investment is based on company profits from reputable companies and property rental from quality buildings.

The main advantage of growth assets is that it is possible to take advantage of favourable economic conditions and achieve superior growth over the medium to long term.

There are three main advantages to investing in growth assets:

- The income received.
- The tax advantages that may apply.
- The long-term increase in the value of the capital.

A disadvantage is that the original capital value may rise and/or fall over time.

2.2 Derivatives

The Trustee does not enter into any derivative contracts on its own account, although some underlying Fund Managers may have derivatives exposure in their portfolios.

It is the Trustee's policy not to use derivative investments directly. Derivatives include investment products such as futures, options, swaps and warrants. They are securities whose value is derived from other securities or assets.

Some of the underlying investment managers may use derivatives to reduce risks in their investment products and to increase or decrease their product's exposure to particular investment sectors or markets. However, use of derivatives carries its own risks for the underlying investment products (and therefore for the investment option) like the possibility that the derivative position is difficult or costly to reverse, that it does not perform as expected or that the parties to the derivative contract do not perform their contractual obligations.

2.3 Hedge funds

The Trustee has authorised, and will continue to permit exposure to, the asset class commonly referred to as "Hedge Funds". These investments may also be known as "absolute return" investments and have their overall objective to produce positive returns not defined or measured against any one benchmark. While these investments can be considered as higher risk, Zuper Super's exposure is limited to products which have carefully selected fund managers to reduce some aspects of this risk.

2.4 Your Investment Timeframe May Influence Your Investment Choice

Selecting the investments that best match your goals and timeframe can be an effective way to manage investment risk. If you are mainly concerned about protecting capital over a relatively short period of time, then a conservative investment is probably more suitable. If, however, you want the value of your investments to increase significantly over a longer period, then growth assets like shares and property may be more suitable.

2.5 Managing Risk through Diversification

Diversification can be an effective risk management strategy which involves spreading your money across different investments to smooth out returns. If one investment is performing poorly, another investment may be achieving better returns to offset this poor performance.

2.6 Investment Objectives

Zuper Super's overall investment objective is to provide each member with a choice of investment strategies to allow the member's superannuation to grow over the long term whilst minimising investment risks.

Each of Zuper Super's investment options has a different investment objective, as set out in the description of the options on the following pages.

In the description of each option you will find the investor profile, minimum investment timeframe, expected frequency of negative annual returns, risk classification and strategic target asset allocation.

The return expectations contained within these objectives are based on advice from the Fund's Investment Consultant. Fluctuations in inflation and investment markets may, from time to time, cause outcomes different to the returns stated in the objectives.

2.7 Investment Options

WARNING

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

Zuper offers 2 core investment options and 3 tactical tilt options.

Core Investment Options

- Zuper Impact
- Zuper Impact+

Tactical Tilt Investment Options

- Zuper Health
- Zuper Green
- Zuper Tech

Both Zuper Impact and Zuper Impact+ have access to various asset classes including property, securities, Australian and international shares, cash, fixed interest, infrastructure and credit.

The mix of asset classes varies according to the objective of each option. There is a risk that your investment in an option will fall in value from time to time (refer to 'What is the difference between defensive and growth assets' later in the document for more information on investment risks).

What is the Difference Between Each Investment Option?

Each investment option has different investment objectives (goals) and strategies (ways of achieving those goals).

Asset allocation benchmarks are in essence a target position. Although the investment mix can change significantly and quickly, depending on what is happening in the markets, this benchmark should be the investment mix of the investment options.

How Do I Invest in my Choice of Investment Options?

During sign up you will have the ability to select your investment options. As Zuper Super is a choice fund, members must nominate at least one investment option when they sign up to the fund.

If you have not made a choice of where to invest, or your instruction is not clear to the Trustee, and we are unable to clarify your instruction, we will be unable to accept your application to join Zuper Super.

For more information, see section 2.8 – Making an Investment Choice.

Switching Between Options

You can switch the total of your super account between the core investment options – Zuper Impact and Zuper Impact+). You may switch 20% of your core investment into one or more of the tactical tilt investment options. No switching fee applies, and you can switch as often as you want. To make a switch you need to log into our website or contact us to obtain a switching form.

Varying Investment Options

The Trustee may at its discretion vary the investment options available within Zuper Super, and/or the types of assets they hold, from time to time. We will notify members affected by these changes. Zuper Super's performance and portfolio holdings are available at www.zuper.com.au.

Environmental, Social and Ethical Factors

Both Zuper's **Impact** and **Impact+** investment options keep your money out of companies involved in tobacco or manufacturing nuclear or other controversial weapons.

Impact+ goes one step further by removing investments in Australian companies that deal with gambling, pornography, alcohol, and who use carbon-intensive fossil fuels like coal to generate electricity.

The **Impact+** option invests your money in the Russell Investments Australian Responsible Investment ETF (RARI) which removes companies listed on the Australian Stock Exchange that the Russell Investments Team deem to have a material exposure to the most carbon-intensive fossil fuels. This means the ETF focuses on removing companies involved in coal mining or asset ownership of lignite coal powered electricity generation. Find out more about RARI here.

	Zuper Impact	Zuper Impact+
Suitability	Likely to suit members seeking mid to long-term growth of their superannuation with a medium to high level of volatility.	Likely to suit members seeking mid to long-term growth of their superannuation with a medium to high level of volatility.
Investment Return Objective	Zuper Impact aims to achieve a return before tax but after investment costs equal to or better than CPI +2.75% p.a. when measured over any 10-year period.	Zuper Impact+ aims to achieve a return before tax but after investment costs equal to or better than CPI +2.75% p.a. when measured over any 10-year period.
Investment Strategy	The Trustee's strategy to meet the investment return objective is to invest in growth assets (Australian and International shares), with some exposure to fixed interest, cash, infrastructure, credit and fixed income.	This investment option invests in companies that demonstrate positive environment, social and governance (ESG) characteristics. The Trustee's strategy to meet the objective return objective is to invest in growth assets (Australian and International shares), with some exposure to fixed interest, cash, infrastructure, credit and fixed income.
Minimum Suggested Timeframe for Investing	10 years	10 years
Risk Level	**High** Probability of a negative return in any single year is less than 20%	**High** Probability of a negative return in any single year is less than 20%

Strategic Target Asset Allocation

	Zuper Impact: Strategic Asset Allocation	Zuper Impact: Control Ranges	Zuper Impact+: Strategic Asset Allocation	Zuper Impact+: Control Ranges
Australian Equities	32%	25% - 39%	32%	25% - 39%
International Equities (Ethical)	30%	23% - 37%	30%	23% - 37%
Property	8%	5% - 11%	7%	4% - 10%
Infrastructure	5%	3% - 7%	8%	5% - 11%
Credit	6%	4% - 8%	4%	2% - 6%
Fixed Income	15%	12% - 18%	15%	12% - 18%
Cash	4%	2% - 6%	4%	2% - 6%
Total	100%		100%	

	Zuper Tech	Zuper Health
Suitability	Likely to suit members seeking mid to long-term growth of their superannuation with a medium to high level of volatility.	Likely to suit members seeking mid to long-term growth of their superannuation with a medium to high level of volatility.
Investment Return Objective	Zuper Tech aims to achieve a return before tax but after investment costs equal to or better than CPI +2.25% p.a. when measured over any 10-year period.	Zuper Health aims to achieve a return before tax but after investment costs equal to or better than CPI +2.25% p.a. when measured over any 10-year period.
Investment Strategy	This portfolio gives members exposure to fast growing tech stocks, companies with revenues from digitally focused services and businesses in the development of automatic and robotic technology. Members can invest between 6.67% to 20% of their portfolio into Zuper Tech.	This portfolio gives members exposure to global healthcare stocks pushing the boundaries in medical treatment and technology, and companies generating significant revenues from the needs of the ageing population. Members can invest between 6.67% to 20% of their portfolio into Zuper Health.
Minimum Suggested Timeframe for Investing	10 years	10 years
Risk Level	**High** Probability of a negative return in any single year is less than 20%	**High** Probability of a negative return in any single year is less than 20%
Strategic Target Asset Allocation		

Zuper Tech:

	Strategic Asset Allocation	Control Ranges
International Equities (Ethical)	100%	80% - 100%
Cash	0%	0% - 20%
Total	100%	

Zuper Health:

	Strategic Asset Allocation	Control Ranges
International Equities (Ethical)	100%	80% - 100%
Cash	0%	0% - 20%
Total	100%	

	Zuper Green
Suitability	Likely to suit members seeking mid to long-term growth of their superannuation with a medium to high level of volatility.
Investment Return Objective	Zuper Green aims to achieve a return before tax but after investment costs equal to or better than CPI +2.25% p.a. when measured over any 10-year period.
Investment Strategy	This portfolio gives members exposure to clean energy businesses and 50 of the largest global companies engaged in water related businesses. Members can invest between 6.67% to 20% of their portfolio into Zuper Green.
Minimum Suggested Timeframe for Investing	10 years
Risk Level	**High** Probability of a negative return in any single year is less than 20%
Strategic Target Asset Allocation	

	Strategic Asset Allocation	Control Ranges
International Equities (Ethical)	100%	80% - 100%
Cash	0%	0% - 20%
Total	100%	

2.8 Making an investment choice

You can invest 100% of your super in Zuper Impact or in Zuper Impact+.

Alternatively, you can invest 80% of your super in Zuper Impact or in Zuper Impact+ and then invest 20% of your super into one, two or all three of the Tactical Tilt investment options (Zuper Green, Zuper Health and Zuper Tech).

If you choose to combine your Zuper Impact or Zuper Impact+ investment option with a tactical tilt investment option, the following allocation constraints will apply:

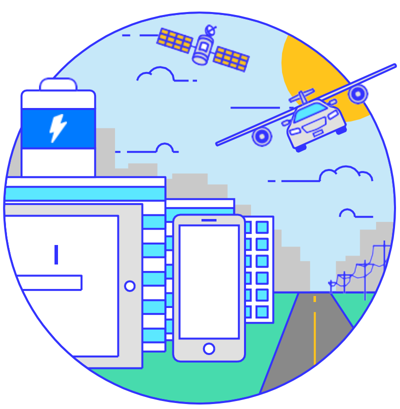
- Zuper Impact or Zuper Impact+ investment option to any 1 tactical tilt investment option - 20%
- Zuper Impact or Zuper Impact+ investment option to any 2 tactical tilt investment options - 10%
- Zuper Impact or Zuper Impact+ investment option to all 3 tactical tilt investment option - 6.7%

Zuper Impact

Zuper Impact+

Impact
Our lowest cost option and a solid growth orientated base that excludes investments in tobacco and nuclear weapons.

Impact+
All the goodness of Impact, but we've done our best to remove things like gambling, pornography, alcohol and carbon intensive fossil fuels.



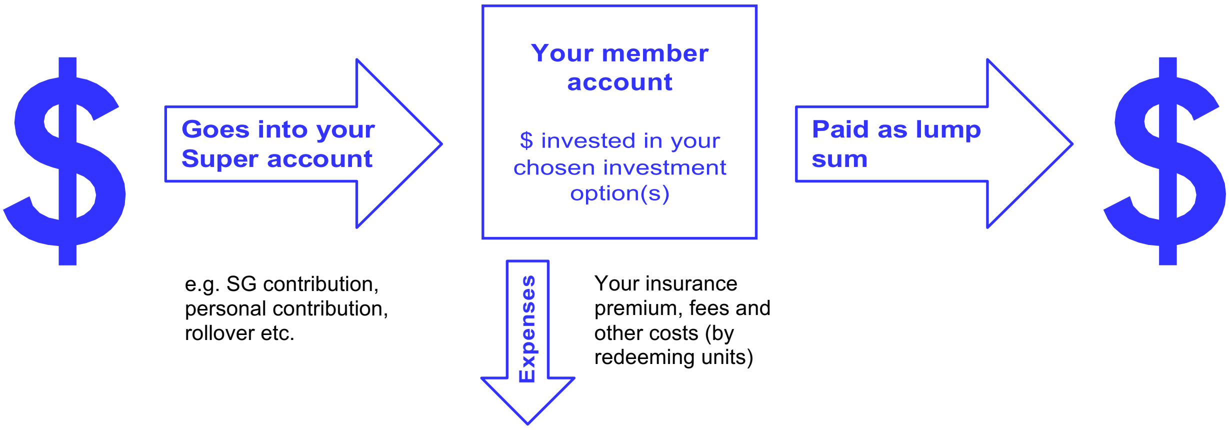
Tech
Invest your super in future focused companies like Apple, Amazon, Tesla, and Google.

Health
Invest in global companies who provide health related products and services.

Green
Support clean energy companies who focus on wind farms, solar, and more.

3.How Zuper Super works

Once you have joined Zuper Super, you, your employer or your spouse, can make a contribution or rollover into your account.



Unit Pricing and Your Account

Zuper Super is a unitised fund. When you become a member of Zuper Super, you are assigned a member number and an account which records all transactions relating to your membership, including the number of units you hold in each investment option you have selected. Each of these units represents an equal part of the market value of the portfolio of investments that the option holds. As a result, each unit has a dollar value, or "unit price".

This means that each contribution or rollover received into your account buys a certain number of units in your chosen investment option, depending on the price at the time of investment. As the investments of each option can move either up or down in value, so does the unit price.

The Fund calculates its unit prices daily. The value of the investment options, and therefore the unit prices, are adjusted to allow for any taxes on investment earnings and management costs. The unit price is calculated for each option by taking the total market value of all of the option's assets, adjusting for any liabilities and then dividing the net value by the total number of units held by all members on that day. Although your unit balance in an option will stay constant (unless there is a transaction on your account), the unit price will change according to changes in the net market value of the investment portfolio or the total number of units issued for the option. We determine the market value of each option based on the information we have most recently available.

The Value of your Account May Rise or Fall

Contributions and rollovers into your account are normally processed at the daily unit price. Benefit payments and rollovers out of the Fund are normally processed at the unit price that is current on the date of the payment.

The value of your investment is calculated by multiplying the number of units held in that investment option by the unit price for that investment option. A reference to your "account" in this guide means collectively the value of all of the investment options that you hold.

The current unit price for the various investment options is available from the Administrator upon request.

The Trustee may vary, suspend or delay the calculation of the unit price when considered necessary or appropriate (for example, in response to investment market developments or issues affecting an underlying investment).

4. How superannuation works

Once you have joined Zuper Super, you, your employer or your spouse, can make a contribution or rollover into your account.

Superannuation is a means of saving for retirement which in general has two stages: a growth phase and a retirement phase.

Growth Phase

Your superannuation is in its growth phase while you are working and your account is receiving contributions. The contributions that you and your employer make, together with investment earnings (which may be positive or negative) grow over time to provide you with a pool of money to draw on when you retire. The earlier your superannuation commences the more time it has to grow.

Retirement Phase

The retirement phase is when you start receiving an income stream or take your superannuation as a lump sum when you retire. The concessionally taxed environment of superannuation and the right investment strategy through your growth phase can help to ensure you can continue your chosen lifestyle into retirement.

Benefits of Investing in Super

The benefits of investing in super include:

- You can make voluntary personal contributions to boost your retirement savings.
- The potential to receive the government co-contribution if you meet the relevant criteria.
- Tax concessions associated with superannuation are more favourable than investments held outside of superannuation.

- Salary sacrifice contributions into superannuation have the potential to reduce your personal taxable income.

4.1 Choice of fund

Under superannuation law you are generally able (some exceptions do apply) to choose which superannuation fund you wish to join and make contributions to, as long as the fund complies with certain requirements. That is, it is an "eligible choice fund".

If you "exercise choice" by choosing a fund which is different to the default fund nominated by your employer, and you want your employer to pay your Superannuation Guarantee (SG) contributions into your fund of choice, you're generally required to provide your employer with written details of the fund, and written evidence that it will accept your employer's contributions.

If you do not exercise choice, or you select a fund that is not an eligible choice fund, your SG contributions will be paid to the employer's default fund.

For more information about choice of fund, visit www.ato.gov.au/super.

4.2 Contributing to super

The general provisions relating to making contributions to Zuper Super have been described in the PDS. Further information on types of contributions, limits on contributions, and taxation of contributions is provided in this document.

The information in relation to tax is of a general nature only and members should obtain their own tax advice before making a decision to contribute to the Fund.

Eligibility to Contribute

For members under age 67, all types of contribution can be accepted from you or on your behalf. A connection with work is not required.

For members aged 67-74, mandated employer contributions (for example, SG contributions), rollovers and downsizer contributions can be accepted, however all other personal contributions (including spouse contributions) can only be accepted from you or on your behalf if you are gainfully employed on at least a part time basis during the financial year in which the contributions are made (referred to as the "Work Test").

For members aged 75 and over, only mandated employer contributions (for example, SG contributions), rollovers and downsizer contributions can be accepted on your behalf.

See the box on the next page for an explanation of the Work Test and where an exception to the Work Test might apply.

Once you turn 67, we will write to you each year if you make personal contributions to confirm that you continue to meet the requirements to make contributions.

The Work Test

You are considered to be gainfully employed on a part time basis during a financial year if you have worked at least 40 hours in a period of not more than 30 consecutive days in that financial year.

Exception to the Work Test

Members aged between 67 and 74 (for personal or spouse contributions) can take advantage of a one-year exemption from needing to meet the Work Test in order to make voluntary contributions to their super account, so long as they meet the following criteria:

- The Work Test wasn't met in the year that the contribution was made, but was met in the immediately preceding financial year;
- The member has a Total Superannuation Balance of less than $300,000 at the end of the previous financial year; and
- No contribution has ever been accepted using this work test exemption in any previous financial year.

During the 12-month exemption period an individual can make contributions into their super account up to the concessional and non-concessional contributions caps for that particular financial year.

Types of Contributions

There are two types of contributions that can be made to your super account, concessional contributions and non-concessional contributions.

1. Concessional contributions – also known as 'before-tax' contributions, these contributions are paid from your before-tax salary. They include:
    - Employer contributions made in respect of an employee to meet the employer's Superannuation Guarantee obligations;
    - Salary sacrifice contributions;
    - Personal contributions for which a tax deduction has been claimed; and
    - Contributions split with your spouse.
2. Non-concessional contributions – also known as 'after-tax' contributions, the money is not taxed on the way into your super account as you have already paid tax on it at your nominal rate. They include:

- Personal contributions made from your after-tax salary. These may attract a government co-contribution (see information on Government Co-contribution on page 15);
- Spouse contributions made to the Fund on behalf of an 'eligible spouse'; and
- Downsizer contributions.

Making Contributions

After joining Zuper Super, we'll provide you with information you can email or take to your employer to let them know how they can make SG contributions into your Zuper Super account. You can also provide your employer with an ATO Standard Choice – Super form, together with the compliance letter from Zuper, which is available at www.zuper.com.au.

You or your spouse can make personal contributions to your Zuper Super account by BPAY to the Zuper operating account at any time. The relevant details and reference number can be found in your Zuper online account.

You can also transfer any other super account you already have into your Zuper Super account. You can do this at any time online, either during sign-up or after.

If you are unable to access our website, simply call our Member Services Team on 1800 064 694 for assistance.

WARNING

We cannot accept non-concessional contributions made by you or on your behalf if we don't hold your Tax File Number (TFN).

In addition, higher tax will apply to your concessional contributions, the tax on any benefits you receive from super may be higher, and it may not be possible to locate any lost super benefits or combine your super accounts.

How Often Can Contributions be Made?

Subject to the contribution rules, contributions to your Zuper Super account can be made at any time.

In order to meet the minimum SG contribution requirements, your employer is required to make an SG contribution on your behalf by the 28th day of the month following the end of each quarter (i.e. by the 28th July for the June quarter).

The end of the financial year for Zuper Super is 30 June. Contributions being made by members for the purpose of claiming an income tax deduction or the government co-contribution must be received by Zuper Super by this date in order to be eligible.

Contribution Limits

The government has placed a limit on the amount of contributions that can be made to your super account. It is important that you are aware of what these contribution limits are, in order to avoid exceeding them, as there may be tax consequences if you do. For more information about contributions and the cap limits, please go to the Australian Tax Office's website at www.ato.gov.au/super.

Limits on Concessional Contributions

There is a standard limit of $25,000 per annum on concessional contributions (current for the 2020/21 financial year; may be indexed in future years).

Additional tax may be incurred for breaches of the concessional contributions cap. See Section 6 – Taxation for details.

Carrying Forward Unused Concessional Contributions

If you are under age 65 and you have a total superannuation balance* of less than $500,000 at the end of 30 June of the previous financial year, you may be entitled to contribute more than the general concessional contributions cap using the carried-forward amounts of your unused concessional contributions.

The first year you will be entitled to carry forward any unused amounts is the 2019/20 financial year. Unused amounts are available for a maximum of five years and will expire after this.

* Your 'total superannuation balance' is the total amount you hold in the Australian superannuation system (across multiple accounts in multiple funds if applicable).

Limits on Non-Concessional Contributions

There is a standard limit of $100,000 per annum on non-concessional contributions (current for the 2020/21 financial year; will be indexed in future years so that it is always four times the concessional contributions cap).

Bringing Forward Future Non-Concessional Contributions

If you are under age 65, you may be able to make non-concessional contributions of up to three times the annual non-concessional contributions cap in a single year. If eligible, when you make non-concessional contributions that are greater than the annual cap, you automatically gain access to future year caps.

The non-concessional contributions cap amount that you can bring forward, and whether you have a two or three year bring forward period, will depend on your total superannuation balance.

Your total superannuation balance is determined at the end of 30 June of the previous financial year in which the contributions that triggered the bring forward, were made.

If you take advantage of the bring-forward rule, you cannot make any more non-concessional contributions to super for the next two years.

Bring Forward Arrangement Example

Total super balance on 30 June 2020	Non-concessional contribution cap for the first year	Bring forward period
Less than $1.4 million	$300,000	3 years
$1.4 million to less than $1.5 million	$200,000	2 years
$1.5 million to less than $1.6 million	$100,000	No bring forward period, general non-concessional contributions cap applies
$1.6 million	Nil	N/A

Additional tax may be incurred for breaches of the non-concessional contributions cap. See Section 6 – Taxation for details.

4.3 Different Types of Contributions

Employer Contributions

Most employers are obliged to make compulsory Super Guarantee (SG) contributions on their employees' behalf, subject to limited exceptions. The current SG contribution rate is 9.5% of an eligible employee's Ordinary Time Earnings.

Employer SG contributions can only be made into a Fund that has an authorised MySuper product option or a fund into which the member has chosen and made an investment choice.

Salary Sacrifice Contributions

Salary sacrifice arrangements involve an employee deciding (if their employer allows) to contribute to superannuation from their before-tax salary (that is, reducing their take home pay). This is a voluntary arrangement between employer and employee.

Contributions for Self-Employed Members

If you are a sole trader or in a partnership, there is no legal obligation to make SG payments for yourself. However, you may want to make personal contributions to your super account.

Any contributions you make if you are self-employed are 100% tax deductible (within the contribution limits for concessional contributions) however deadlines do apply. Please consult your financial adviser or visit www.ato.gov.au for further information.

Self-employed members can also claim the Government Co-Contribution; subject to meeting the eligibility requirements (see "Government Co-contributions" for further information).

Voluntary Contributions

You or your employer can make additional contributions into your superannuation account at any time to boost your retirement savings. There may be taxation benefits associated with voluntary contributions. Please refer to the Taxation Section commencing on page 20.

Spouse Contributions

Your spouse can make contributions into your super account from their after-tax salary to help you to top up your retirement savings.

Contributions to your account can be accepted if, at the time the contributions are made:

- You are under the age of 67; or
- If you are aged between 67-74, you meet the Work Test (i.e. have worked at least 40 hours in a period of not more than 30 consecutive days in the current financial year).

A tax offset of up to $540 may be available to your spouse. Please refer to the Taxation Section commencing on page 20.

Government Co-Contributions

To encourage superannuation savings, the Federal Government provides a co-contribution for voluntary non-concessional (after tax) contributions made into super at a rate of up to $0.50 for each $1.00 contributed by a member.

To qualify for the Government Co-Contribution in any financial year, you must:

- Make a personal non-concessional (after-tax) contribution to your super account by 30 June and not claim a tax deduction for it;
- Have a total assessable income (meaning income plus reportable fringe benefits and employer SG contributions) is less than the designated threshold;
- Receive at least 10% of your assessable income come from employment or self-employment activities;
- Not have contributed an amount more than your non-concessional contribution cap for the relevant financial year;
- Be less than 71 years of age at the end of the financial year;
- Not have been a temporary resident of Australia for any part of the financial year (unless a New Zealand citizen);
- Lodge an income tax return with the ATO for the financial year;
- Have provided your Tax File Number (TFN) to Zuper Super; and
- Have a Total Superannuation Balance of less than $1.6 million on 30 June of the year before the year the contributions are being made.

Your 'total superannuation balance' is the total amount you hold in the Australian superannuation system (across multiple accounts in multiple funds if applicable).

The co-contribution is available to both employed and self-employed persons.

For the 2020/21 financial year, the maximum co-contribution of $500 is payable in respect of those with an income of $39,837 per annum or less who have made a personal contribution of at least $1,000 per annum. This maximum co-contribution reduces with increasing income at a rate of 3.33 cents for every $1.00 of income over $39,837 per annum and cuts out at an income of $54,837 per annum or more. The maximum rate of co- contribution is $0.50 for $1.00 of after-tax contributions.

The Co-Contribution will made automatically placed into your super account as long as you have lodged a tax return for the financial year in which the voluntary contribution is made.

Superannuation Contributions Splitting

Superannuation fund members can split contributions which have been made to their super account to their spouse's superannuation account. The spouse's account does not have to have an account with the same Fund.

Only concessional (pre-tax) contributions may be split, i.e. employer contributions, salary sacrifice contributions or personal contributions for which a tax deduction has been claimed.

The maximum splittable amount for any financial year is 85% of taxed splittable contributions. Since taxable contributions are included in the assessable income of a superannuation fund, the 85% limit on taxed splittable contributions is a simple means of ensuring members cannot split more than the amount remaining in their account which relates to those taxed splittable contributions.

The application to split must be made either:

- In the following financial year (i.e. the application must be made between 1 July and 30 June in the financial year following the year in which the contributions were made); or
- During the financial year if the entire benefit is to be rolled over or transferred before the end of that financial year.

In order for an application to split contributions to be actioned

- The receiving and transferring spouses be married or in an eligible de-facto relationship;
- The receiving spouse must have agreed to the split;
- The receiving spouse must be either aged less than their preservation age or aged between their preservation age and age 65 and not permanently retired;
- The eligible contributions must have been made during the previous financial year; and
- The transferring spouse must not have already made an application to split contributions in respect of the same financial year.

If an application to split contributions is accepted, the contributions will be split by being paid to the super account of the receiving spouse within 90 days of the application being received. Split contributions are preserved until the receiving spouse reaches their preservation age and permanently retires, or turns 65. Split contributions are treated like rollovers and do not count towards the non-concessional (after tax) contributions cap of the receiving spouse.

Low Income Superannuation Tax Offset

The Federal Government provides a Low Income Superannuation Tax Offset (LISTO) of up to $500 annually for eligible individuals on adjusted taxable incomes of up to $37,000. This is a non-refundable tax offset to superannuation funds based on the tax paid on concessional contributions of low-income earners.

In order to qualify, you must earn at least 10% of your total income from employment or self-employment and must not be a temporary resident.

If Zuper Super already has your TFN, you don't need to do anything to receive the LISTO, as it will be automatically calculated and paid by the ATO.

CGT Contributions

CGT Contributions are created by the proceeds from the sale of eligible small business assets for the purpose of providing superannuation benefits.

Should you make a CGT Contribution to Zuper Super it may count towards your non-concessional contributions cap. You should consult with your financial adviser to find out more about making a CGT Contribution.

First Home Super Saver Contributions

If you are an eligible first home buyer, you are able to use your Zuper Super account to save for a home deposit through the Government's First Home Super Saver Scheme (FHSS Scheme).

Voluntary contributions (and associated earnings) made into your super account after 1 July 2017 can be withdrawn and used for a first home deposit.

To qualify, you must be 18 years of age or over, intending to purchase a residential home or land to build a home on, and not previously have owned property in Australia.

First home buyers can contribute up to $15,000 per year, and $30,000 in total per person.

For more information, visit the ATO's website www.ato.gov.au/Individuals/Super/Super-housing-measures/First-Home-Super-Saver-Scheme/.

Downsizer Contributions

If you are over aged 65 and meet the eligibility requirements, you are able to make a non-concessional contribution of up to $300,000 from the proceeds from the sale of a principal residence, held for at least 10 years, into your Zuper Super account.

This measure only applies where the contract of sale is exchanged after 1 July 2018, and does not include investment properties, holiday homes, caravans or other mobile homes.

A downsizer contribution can only be made from the sale of one home. Once the house is sold and the downsizer contribution has been made, there is no requirement to purchase another home.

For more information, visit the ATO's website [https://www.ato.gov.au/individuals/super/super-housing-measures/downsizing- contributions into-superannuation/](https://www.ato.gov.au/individuals/super/super-housing-measures/downsizing-contributions-into-superannuation/).

4.4 Rollovers and Transfers

WARNING

Before you rollover or transfer your superannuation benefit from another fund, make sure you understand what impact the rollover or transfer will have on any insurance cover or any other benefits you may have in that fund.

On joining Zuper Super you may rollover or transfer your superannuation benefits from other complying superannuation funds. This may not only save you multiple administration fees which can otherwise deplete your final benefit, but will also allow you to manage your superannuation more effectively.

The transfer of existing superannuation benefits into Zuper Super can be done entirely online via our website. If you are unable to access our website, please contact our Member Services Team on 1800 064 694.

Note that you may be able to transfer your existing insurance to Zuper. Refer to the Zuper Super Insurance Guide for details.

Find and Combine Your Super via SuperMatch

We offer you a free service to help you to consolidate all of your superannuation monies into one account with Zuper Super. This is done via the ATO service known as SuperMatch. All you need to do is provide us with your personal details and TFN when joining via Zuper's website. With your consent, we will then use SuperMatch to search for all of your super accounts including lost super and ATO held super accounts in your name.

You can then choose if you want to consolidate some or all of these accounts into your Zuper Super account.

4.5 Nominating a Death Benefit Beneficiary

You have the choice of three types of nominations regarding the payment of your superannuation benefit in the event of your death whilst a member of Zuper Super. These are:

1. Non-binding death benefit nomination;
2. Binding death benefit nomination; and
3. Non-lapsing binding death benefit nomination.

Types of Beneficiaries

Regardless of the nomination you choose, your death benefit can generally only be paid to either or both of the following:

- One or more of your dependants, and/or
- Your legal personal representative.

A "dependant", includes:

- Your spouse;
- Your child; and/or
- Any person who you have an interdependent relationship with.

A "spouse" includes:

- Another person (whether the same or opposite sex) with whom you are in a relationship that is registered under a State or Territory law; and
- Another person (whether the same or opposite sex) who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

In addition to any natural child, a "child" includes:

- An adopted child, a stepchild, or an ex-nuptial child;
- A child of your spouse; and
- Someone who is a child under the Family Law Act.

Note, for tax purposes, an adult child is not considered a 'dependant' unless they were financially dependent upon you at the date of your death, or were in an interdependent relationship with you at the date of your death.

An interdependent relationship between two people applies if:

- They have a close personal relationship;
- They live together;
- One or both of them provides the other with financial support; and
- One of both of them provides the other with domestic support and personal care.

Two people with a close personal relationship who do not meet the above criteria because one or both suffers from a physical, intellectual or psychiatric disability can still be considered to have an interdependent relationship.

Making a Non-Binding Nomination

You can make a non-binding death benefit nomination by logging into your online account via the Zuper Super website and nominating your beneficiaries. If you are unable to access the website, please call the Member Services Team on 1800 064 694.

If you make a non-binding death benefit nomination, we will take it into account when deciding who to pay your death benefit to. However, your nomination is a guide only and we have complete discretion in deciding who should receive your death benefit and in what proportions.

Making a Binding Nomination

To make a binding (lapsing or non-lapsing) death benefit nomination, you will need to nominate your beneficiaries by completing a Nomination of Beneficiary form, which is available from our website, and send the completed form back to us.

If you make a binding death nomination (lapsing or non-lapsing) we will pay your benefit according to your nomination, as long as the nomination is valid at the time of your death.

To make a valid binding nomination:

- You must nominate either a dependant or dependants (as defined) or your legal personal representative;
- Your allocation percentages must be clear and must add up to 100;
- Your nomination must be in writing; and
- Your nomination must be signed and dated, in the presence of two witnesses, being persons:
    - Both of whom have turned 18 years of age, and
    - Neither of whom is mentioned in the nomination.

Note: Binding nominations have a fixed term of three years (unless it is a non-lapsing binding nomination) and override any nomination you have made previously. Non-lapsing binding nominations do not have an expiry date and will remain valid until you inform us that you are either revoking or updating your nomination.

We are required to follow a valid binding death benefit nomination even if your circumstances changed between the date of making the binding nomination and the time of your death (unless the nomination would be a breach of a Court Order).

In the event a person you nominate is not a dependant at the time of your death, e.g. because they have died before you, your nomination will no longer be valid, and we will pay the benefit in our absolute discretion.

You must confirm or amend your binding nomination at least every three years in order for it to be valid (unless it is a non-lapsing binding nomination). You may revoke your binding nomination at any time.

No or Invalid Nomination

If you do not make a nomination, or you make an invalid nomination, we will, in our absolute discretion, generally pay your death benefit to one or more of your dependant(s) and/or legal personal representative.

> We recommend that you periodically review your nomination as it is your responsibility to ensure that your binding nomination continues to be appropriate in accordance with your personal circumstances.
>
> Without a change directed by you, a non-lapsing binding nomination will continue even if your personal circumstances change and the Trustee is bound to act upon it if it is valid and in effect at the time of your death.

Death Benefit Nominations in Your Annual Member Statement

Each year, we will include your death benefit nomination details in your Annual Member Statement. It is important that you take note of this and review your nomination to ensure it continues to suit your personal circumstances.

4.6 Accessing your benefits

Because superannuation is a long-term investment, the Government has placed restrictions on when you can gain access to benefits.

Your superannuation benefit is the sum of all contributions, transfers and rollovers that have been made into your account, plus positive investment earnings and the proceeds from any insurance claims (if applicable) for and on your behalf, less government charges and taxes, any insurance premiums, fees and other costs and any withdrawals that have been made from your account.

In general, your superannuation benefit must be preserved and cannot be paid to you until:

- You have reached your preservation age and have permanently retired;
- You cease an employment arrangement on or after age 60;
- You have reached age 65 (whether or not you have retired); or
- You have satisfied another “condition of release” (see below).

> All contributions made by you or on your behalf since 1 July 1999, as well as investment earnings on those contributions, are required to be kept in the super system (or ‘preserved’) until you satisfy a condition of release.
>
> The benefits that accumulated in superannuation prior to 1 July 1999 are divided into ‘preserved’ and ‘non-preserved’ components. Some non-preserved amounts are ’restricted’, and some are ‘unrestricted’.
>
> Unrestricted non-preserved amounts can be paid to you at any time. Restricted non-preserved amounts can be withdrawn only when you have left your employment with an employer who has contributed to Zuper Super on your behalf.
>
> The different types of benefits that make up your account balance in Zuper Super will be shown on your Annual Member Statement.

Benefits are paid from Zuper as a lump sum. We do not offer a pension product at this time.

Preservation Age

Your preservation age depends on your date of birth.

Date of birth	Preservation age
Before 1 July 1960	55
From 1 July 1960 to 30 June 1961	56
From 1 July 1961 to 30 June 1962	57
From 1 July 1962 to 30 June 1963	58
From 1 July 1963 to 30 June 1964	59
On 1 July 1964 or after	60

Conditions of Release

Preserved benefits can only be accessed as cash when you meet a condition of release, which generally includes any one of the following circumstances:

- You reach your preservation age and retire permanently from the workforce;
- You reach your preservation age and have begun a transition to retirement income stream but have not retired;
- You reach your preservation age and start a complying non-commutable income stream;
- You reach age 60 and cease gainful employment with your employer;
- You reach age 65 (whether or not you have retired);
- We are satisfied that you suffer from permanent incapacity; [1]
- You die;
- Your benefit is less than $200 and you have terminated an employment arrangement;
- You have a terminal medical condition; [2]
- You qualify for an early release on the grounds of severe financial hardship or specified compassionate grounds (in these circumstances only part of your benefit may be released, in most cases);
- You are a temporary resident permanently departing Australia; [3]
- We receive a valid ATO release authority in relation to a refund of excess concessional contributions or non-concessional contributions to pay a Division 293 tax debt;
- You are participating in the First Home Super Savers Scheme; or
- You comply with any other condition of release specified in government legislation.

[1] "Permanent incapacity" as defined under superannuation law, means that as a result of ill-health (whether physical or mental), we are satisfied that you are unlikely to engage in gainful employment for which you are reasonably qualified by training, education or experience.

[2] A "terminal medical condition" as defined under superannuation law requires two (2) medical practitioners to certify that, as a result of injury or illness, you are likely to die within 24 months. Further, at least one of those medical practitioners must be a specialist practicing in the area of your illness or injury and both of the certifications provided by the two medical practitioners must not be more than 12 months old.

[3] Residents who hold temporary visas (except visas under subclasses 405 and 410) have restricted conditions of release – death, terminal illness, permanent incapacity, or departing Australia permanently. Benefits cannot be accessed unless they satisfy one of the limited conditions of release.

Temporary Residents Departing Australia

If you have worked in Australia as a temporary resident and you have permanently left the country, you may be eligible to claim the super benefit you have accumulated while working here, less any tax.

The payment is called a Departing Australia Superannuation Payment (DASP). A DASP can be claimed if:

- You visit Australia on an eligible temporary resident visa; and
- Your visa ceases to be in effect (it has expired or been cancelled); and
- You leave Australia.

If you are a temporary resident and you permanently leave Australia, you have six months to claim your super benefit. If you do not claim it within this time it will be transferred to the Australian Taxation Office (ATO) as unclaimed money. If that happens, you will need to contact the ATO to claim it.

We are not obliged to notify or give an exit statement to you if we transfer your superannuation to the ATO following your departure from Australia.

If you are a New Zealand citizen or you become an Australian citizen or permanent resident these changes will not apply to you.

For more information, visit the ATO website at www.ato.gov.au/super.

Trans-Tasman Superannuation Portability Scheme

Legislation enacted by the Governments of Australia and New Zealand allow members to consolidate their retirement savings in their country of residence when permanently emigrating to or from Australia and New Zealand.

Key features of the Scheme include:

- The transfer of retirement savings is not compulsory. Members can leave their savings in the other country if they wish.
- It is also not compulsory for either Australian or New Zealand funds to accept Trans-Tasman transfers.
- The amount transferred between the two countries is not subject to tax on entry into, or exit from, the Australian super system.
- The amount transferred from New Zealand cannot be paid into a Self-Managed Super Fund (SMSF) in Australia.
- Australian amounts from an untaxed source, or a defined benefit scheme, cannot be transferred to a New Zealand Kiwi Saver Scheme account.

- All funds transferred from a Kiwi Saver account will count towards a person's non concessional contributions cap (with the exception of transfer amounts that have already previously been counted for non-concessional cap purposes).
- There is a limit on the amount that can be transferred from New Zealand to Australia, which is linked to the member's age:
  - Under age 65 – transfer limit is $540,000
  - Age 65 or more – transfer limit is $180,000
- There is no limit on the amount that can be transferred from Australia to New Zealand, however the whole of an account balance must be transferred.
- Your account balance will be retained in two parts – the New Zealand-sourced component and the Australian-sourced component. To access the Australian-sourced component, generally you will need to be 60 years old and satisfy the Australian definition of retirement. To access the New Zealand-sourced component, you will need to reach the New Zealand age of retirement (currently 65 years old).
- You cannot transfer your super account to a third country.

While Zuper Super will release (transfer out) funds upon request from eligible members to a Kiwi Saver account in New Zealand, we are presently unable to accept super transfers in from Kiwi Saver accounts in New Zealand.

First Home Super Saver Scheme

If you have made voluntary contributions to your super account since 1 July 2017, and wish to access these contributions under the Government's First Home Saver Super Scheme (FHSS Scheme), you will need to apply to the Australian Taxation Office (ATO), who manages and administers the Scheme, to have these funds released.

The ATO will determine how much you can withdraw and the tax payable on the withdrawal, and will let us know if your application has been approved. We will then arrange to release the money from your super account in line with the ATO's instructions within a reasonable processing time.

Contributions withdrawn under the FHSS Scheme will be taxed at your marginal tax rate, less a 30% tax offset. You'll have 12 months from the time you release the savings to purchase a home. You must also occupy the property for at least six months in the first year of ownership after it's practical to do so. If you don't comply with the rules, you must either transfer the funds back into super or pay tax equal to 20% of the amount released.

Splitting of Super Benefits Upon a Relationship Breakdown

In the event of a marriage breakdown, your superannuation benefit may be split between you and your ex-spouse (including a qualifying de facto spouse) under Family Law legislation. This can be done under a superannuation agreement or a Family Court order.

A "flag" can also be imposed on your superannuation benefit. This will preclude you from cashing, transferring or rolling over benefits in your account while it is in place. A "flag" can be removed by agreement with your ex-spouse or by an order from the Family Court.

Splitting of benefits may result in your ex-spouse being entitled to all or part of your superannuation benefits and the transfer of their entitlements to a new account in Zuper Super or an account with another superannuation fund over which you will not have any rights or be able to make decisions.

Where an eligible person informs us that they need information to properly negotiate a superannuation agreement or to assist in connection with Family Law rules, we may be required to provide the information and cannot tell you about the enquiry.

> These laws are complex, and members and their spouses should each seek independent legal advice in the event of a marriage or other relationship breakdown.

5. Tax and super

> The Australian taxation system is complex and different members may have different circumstances.
>
> The information in this section is based on tax law that applies from 1 July 2020. We recommend that you speak with your financial or tax adviser for further information about how tax may apply with respect to your personal circumstances.
>
> More information on tax can also be found on the ATO website at **www.ato.com.au.**

Your super account may be taxed at three distinct phases:

1. When contributions are made to your account;
2. When earnings are generated for the investment options your account is invested in; and
3. When withdrawals are made from your account.

In addition, there are certain taxes that are applied at a whole of Fund level.

5.1 Taxation of contributions

The tax treatment of contributions depends on whether they are defined as concessional contributions or non-concessional contributions.

Contributions tax that may be payable on contributions made to your account will be deducted upon termination of you Zuper Super account or at the end of each financial year. This has the benefit of ensuring your full contribution is invested in your chosen investment option rather than being deducted at the time the contribution is made.

Concessional Contributions

Concessional contributions are before-tax contributions. This means that they are made from your pre-tax salary (thereby reducing your taxable salary by the amount of contributions you select).

A concessional tax rate of 15% will ordinarily apply to concessional contributions up to $25,000* per person per annum, deducted from your account by Zuper Super (unless a rebate of this tax is available because you are a low income earner - see below) and remitted to the Australian Taxation Office (ATO) by us on your behalf.

* Current for the 2020/21 Financial Year. Subject to indexation in future years.

If your income* exceeds $250,000** in a financial year, you are classified by the Government as a "high income earner" and an additional 15% tax will apply to the lesser of your non-excessive concessional contributions and the amount of your income and non-excessive concessional contributions that exceed $250,000. Refer to www.ato.gov.au for more information.

*Income means your taxable income plus concessional super contributions, adjusted fringe benefits, net investment earnings, target foreign income and tax-free Government pensions and benefits, less child support.

** Current for the 2020/21 Financial Year. Subject to indexation in future years.

Under the LISTO scheme, if you earn less than $37,000 per annum, you will receive a refund from the Government of up to $500 of the 15% contributions tax you paid on concessional (before-tax) contributions paid into your super account. You don't need to apply to be eligible for the LISTO. At the end of each financial year, the ATO will receive your Tax Return and a statement from Zuper Super listing all the contributions that have been made to your super account. The ATO will then determine if you are eligible to receive the tax offset, and the amount of the offset (based on your income and contribution history), and will make a payment directly into your super account.

Non-Concessional Contributions

Non-concessional contributions are after-tax contributions. These contributions are not taxed on the way into your super account as you have already paid tax on these contributions at your nominal tax rate.

Tax Deductibility of Contributions

An employer is generally entitled to a full deduction for all contributions to superannuation on behalf of employees under age 75. Certain criteria must be met including that the employee is engaged in producing the employer's assessable income. Contributions made within 28 days of the end of the month in which an employee turns 75 or that are required to be made under an industrial award or other prescribed arrangements (after age 75) may also be deductible.

All individuals under the age of 67, and those aged 67 to 74 who meet the work test (working 40 hours within a 30-day period in a financial year) may claim a tax deduction for personal contributions made to an eligible superannuation fund up to the concessional contributions cap.

To claim a tax deduction on your personal contributions, you must complete the ATO's Notice of Intent to Claim a Deduction for Personal Superannuation Contributions form, and provide it to us prior to lodging your tax return.

We require a copy of the Notice by no later than 30 June of the next financial year (in respect of contributions for the prior financial year and prior to lodging your tax return).

If you intend to transfer your super out of Zuper Super, the Notice must be given to us prior to the time you withdraw, as the Notice will only be valid if we still hold the contribution to which the Notice relates.

These laws are complex, and members should consider seeking professional advice if they wish to claim a tax deduction on personal contributions.

Excess Contributions Tax

Caps apply to the amount of Concessional and Non-Concessional contributions you can make per annum at the standard tax rates. If you exceed your Concessional or Non-concessional Contribution Cap, additional tax must be paid.

In the event a contributions cap is breached, the ATO will issue you with a Notice of Assessment. Accompanying this assessment notice will be a Release Authority (RA). The RA allows you to elect to withdraw money from your superannuation account to pay the excess contributions tax.

If you choose to ask us to pay the excess contributions tax out of your Zuper Super account, you must give the RA to us within 90 days (for excess concessional contributions) and 21 days (for excess non-concessional contributions) of receiving the Notice of Assessment. We are then required to release the amount to meet the excess contributions tax to the ATO within 30 days of receiving the RA.

Otherwise, you can leave the excess contributions in your Zuper Super account and pay the income tax from your personal cash flow.

Excess Concessional Contributions

You will be in breach of the concessional contributions cap if more than $25,000 in concessional contributions is received into your super account in a single financial year and you are not entitled to exercise the unused concessional cap carry forward.

Concessional contributions in excess of the concessional contributions cap will incur additional tax at your top marginal tax rate and count towards your non-concessional cap. In addition, you will be liable to pay a charge in respect of the excess concessional contributions.

Excess Non-Concessional Contributions

You will be in breach of the non-concessional contributions cap if more than $100,000 in non-concessional contributions is received into your super account in a single financial year and you are not entitled to exercise the bring forward rule.

Non-concessional contributions in excess of the non-concessional contributions cap will incur additional tax at your top marginal tax rate.

These laws are complex, and members should consider seeking professional advice regarding the payment of excess contributions tax.

5.2 Taxation of investment earnings

Investment earnings and capital gains are taxed at 15%. This tax is calculated and deducted before investment returns are applied to your account.

Fund expenses are an allowable deduction for the purposes of calculating taxable income.

Where investment options invest in Australian shares the tax payable may be partly offset by imputation credits which increase the tax effectiveness of Zuper Super.

Any capital gains are limited to two thirds of the value of the gain or the whole of the gain with an indexed cost base, depending on the date on which the assets were acquired, provided the assets have been held for 12 months.

5.3 Taxation of benefits

Lump Sum Withdrawals

A lump sum withdrawal from your Zuper Super account will be treated as a superannuation benefit payment.

There are two components that make up a superannuation benefit: the Taxable Component and the Tax Free Component.

- The Tax Free Component generally covers benefits arising from contributions made on an after-tax basis (non-concessional contributions) and any contributions accrued prior to 1 July 1983. The amount of the pre 1 July 1983 component has been frozen since 1 July 2007. The tax free component of a member's benefit is paid tax free.
- The Taxable Component covers that part of the benefit that is not part of the Tax Free Component.

The tax rules that apply to each of these components when you choose to make a lump sum withdrawal from your super account depend on your age.

No tax on benefits taken after age 60

Generally, all lump sums paid to members from age 60 will be tax free.

There is no limit on the amount of superannuation benefit that members over age 60 can take tax free.

Tax on benefits taken before age 60

Members taking a lump sum benefit in cash before age 60 will pay tax.

The tax payable on a lump sum benefit paid from the Taxable Component of your super account varies with the circumstances of payment. The tax rates currently payable on benefits paid out of taxable components for the 2020/21 Financial Year* are:

Over preservation age to age 59	Nil on the first $215,000 of the benefit payment, and 15% plus any applicable levies on any additional amount over $215,000.
Under preservation age	20% plus any applicable levies.

* The threshold applies in the 2020/21 financial year. The threshold may be indexed in line with average weekly earnings each year in $5,000 increments.

Tax is not generally payable when transferring your superannuation benefit to another super fund or product.

Taxation of Temporary Residents Departing Australia

Benefits paid to former temporary residents as a Departing Australia Superannuation Payment (DASP) are subject to tax:

- Tax-free component – no tax payable
- Taxable component (taxed element) – taxed at 35%
- Taxable component (untaxed element) – taxed at 45%

If you are a Working Holiday Maker under the 417 or 462 visa classes, the tax rate for DASP will be 65%. This rate applies to both the taxed and untaxed element of the taxable component.

* These figures are applicable for the 2020/21 financial year.

Taxation of Death Benefits

Lump sum death benefits paid to dependants for tax purposes (e.g. spouse, a child aged less than 18 years or an interdependent) are tax free, regardless of the age of the dependant.

The tax treatment for lump sum benefits paid to non-dependants for tax purposes is different.

No tax is payable in respect of any tax-free component, while any taxable component will be taxed at rates of between 15% to 30%, plus any applicable levies.

Tax treatment of death benefits may be complex, and we recommend that you speak with your financial and tax advisers for tax information specific to your personal circumstances.

Taxation of Terminal Illness Benefits

Tax does not apply to lump sums paid to individuals diagnosed with a terminal medical condition (as defined in Government legislation), regardless of the individual's age.

Taxation of TPD Benefits

TPD benefits are taxed at different rates, depending on the member's age at the date they were disabled. For more information, please call the Member Services Team on 1800 064 694.

Taxation of Income Protection Benefits

Income protection insurance benefits are paid as taxable income and, like salary and wages, attract Pay-As-You-Go (PAYG) tax at your marginal tax rate. The tax is deducted and remitted to the ATO before the benefit is paid. Higher tax applies if we do not hold your TFN.

5.4 Taxes paid at fund level

Tax Deduction for Insurance Premiums

The Fund receives a tax deduction (currently at 15%) for insurance premiums. If you hold insurance through Zuper Super, this tax deduction is passed on to you as a reduction to any contributions tax payable on concessional contributions.

Tax Deduction for Management Costs

The Investment Fee, Administration Fee and Indirect Cost Ratio quoted in the PDS are all shown before any allowance for tax payable.

The Fund receives a tax deduction (currently 15%) for these management costs. This deduction is passed on to you at the time the management costs are incurred. Therefore, the actual costs charged are net of the tax deduction.

5.5 Taxation of investment earnings

Superannuation legislation authorises us to collect your TFN, and to use it for lawful purposes including to administer your superannuation benefit and to provide information to the ATO. These purposes may change in the future as a result of legislative change.

We may disclose your TFN to another superannuation provider when your benefits are being transferred, unless you request in writing that your TFN not be disclosed to any other superannuation provider.

It is not an offence not to quote your TFN. However, giving your TFN to us will have the following advantages (which may not otherwise apply):

- We will be able to accept all types of contributions for you;
- The tax on contributions will not increase;
- Other than the tax that may ordinarily apply, no additional tax will be deducted when you withdraw your superannuation benefits; and
- It will make it much easier to trace different superannuation accounts in your name so that you receive all your superannuation benefits when you retire.

6. Eligible Rollover Fund (ERF)

An 'Eligible Rollover Fund' (ERF) receives and invests the entitlements of superannuation fund members in certain circumstances.

The ERF currently selected by the Trustee is:

Super Money Eligible Rollover Fund (SMERF)
PO Box 1282
Albury NSW 2640
Phone: 1800 114 380
www.smerf.com.au

We reserve the right to change the ERF we use at any time. If we do so, all members will be notified within 30 days.

Your benefit may be transferred to an ERF if the value of your account is less than $6,000 and we are not obliged to forward your balance to the ATO under the unclaimed money laws described below.

For more information about SMERF, including their PDS, please go to their website. You will need to contact the SMERF Administrator in order to deal with your investment.

It is important that you inform us of any changes to your address details as soon as possible so that you are not transferred to the ERF unnecessarily.

Effect of Being Transferred to the ERF

It is important for you to understand the effect of having your benefit transferred to the ERF. The main consequences include:

- You will no longer be a member of Zuper Super and will cease to have rights against the Trustee of Zuper Super.
- Your current investment choice option in Zuper Super will cease.
- Any insurance cover provided through Zuper Super for you will cease. SMERF does not offer insured benefits in the event of death or disablement.
- You will become a member of SMERF and be subject to its governing rules. You should refer to its Product Disclosure Statement (PDS) for details of its features.
- The earnings credited to your account will vary depending on the balance of your account and the interest rate declared by the trustee of SMERF.
- The asset allocation of SMERF may allocate a greater proportion of your account to defensive assets; this may mean that they may not be appropriate for you as a longer-term strategy.
- A different fee structure will apply. You should refer to the SMERF PDS for details of the fees which may apply.
- You will be unable to make contributions to SMERF.

The trustee of Zuper is also the trustee of SMERF.

7. Additional information you need to know

7.1 How to join Zuper Super

An application for membership to Zuper Super must be made online at our website www.zuper.com.au from your desktop or a mobile phone. If you are unable to access our website, please contact our Member Services Team on 1800 064 694.

It is very important that you read the information provided in this PDS as it contains important information about Zuper.

At the time you apply for membership you should select the investment option(s) which best suit your needs. You may wish to do this in consultation with your financial adviser. Nothing in this PDS is intended to, nor should take the place of personal advice from a licensed financial adviser. You should discuss your investment objectives, financial situation and particular needs with a professional financial adviser before investing in Zuper.

By becoming a member of Zuper, you agree to be bound by the Fund's Trust Deed and amendments which may occur from time to time.

We may seek proof of identity in accordance with our obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006.

7.2 Member accounts

A separate account is held for each member.

All contributions, rollovers, and other direct receipts will be credited to each member's account. Benefit payments and insurance premiums are directly debited from each member's account.

Each member's benefit will be the balance in the member's account at the time the benefit is paid (including any insurance received in the case of Death, Terminal Illness or Total and Permanent Disablement).

7.3 Reports on your investments

An Annual Report for Zuper Super is prepared as at 30th June each year, and is available on the website www.zuper.com.au.

7.4 Fund information

The Fund's Trust Deed and other governance-related information can be found at www.zuper.com.au or at www.diversa.com.au/trustee.

You may view copies of the audited accounts and auditor's reports of the Fund at our office during normal business hours.

All inquiries relating to Zuper should be addressed to the Member Services Team on 1800 064 694 or at help@zuper.com.au.

7.5 Transfer of lost member accounts

Where a member is identified as lost either due to the member's inactivity (inactive lost), or because the member is uncontactable (uncontactable lost), Zuper Super is required to transfer the member's account to the ATO as unclaimed moneys if the member's account is less than $6,000.

A member is inactive lost if:

- For 16 consecutive months, there has been no activity on the member's account and the member has not otherwise opted out of being defined as an inactive lost member.

  Activity on the member's account includes receipt of contributions, switching of investment options, updating of a binding death benefit nomination, or making a change to insurance cover.

- The member is 65 years old or more and:
  - No contributions or rollovers have been received into the member's account in the past 2 years; and
  - It has been 5 years or more since the member last made contact with Zuper Super; and
  - Zuper Super is unable to make contact with the member.

A member is uncontactable lost if:

- Zuper Super has never had an address for the member; or Zuper Super has attempted to contact the member in writing (including electronically) and believes the address is no longer valid; and
- None of the following has happened in the last 12 months:
  - The member has contacted Zuper Super;
  - The member has logged into their online account; or
    - Zuper Super has received a contribution or rollover on behalf of the member.

Benefits for the following people may also be transferred to the ATO:

- Inactive or uncontactable members who cannot be properly identified;
- Former temporary resident members who have departed Australia without claiming their superannuation benefits within 6 months of departure and the ATO has issued a notice to the Fund requesting payment;
- Deceased members whose benefits cannot be paid following death; and
- A spouse who is entitled to a benefit split under the Family Law Act 1975 and cannot be paid.

In respect of an account balance under $6,000 held by an inactive member, the ATO has 28 days after receiving the money from Zuper Super to reunite the member with their money via an active superannuation account (meaning an account that has received a contribution or rollover from or on the member's behalf during the current or previous financial year), so long as the active account will hold a balance of greater than $6,000 following the reunification.

Unclaimed monies can be claimed directly from the ATO. In the case of former temporary residents this can occur at any time after departing Australia, subject to the payment of applicable tax.

If superannuation benefits are transferred to the ATO as unclaimed monies, they will not attract interest nor will the unclaimed amount retain any associated insurance cover.

The ATO has an unclaimed monies register that can be checked for you. For more information you can contact the ATO on 13 10 20 or go to www.ato.gov.au.

If you become lost, we are required to advise the ATO Lost Member Register. You can search the Lost Member Register by going to www.ato.gov.au.

IMPORTANT

If you are a former temporary resident whose superannuation benefits are transferred to the ATO as unclaimed money, you will not be notified of this or receive an exit statement after the transfers occurs.

We will rely on relief provided by the Australian Securities& Investments Commission (ASIC) Class Order [CO 09/437] which says, in effect, that superannuation trustees are not obliged to meet certain disclosure requirements in relation to non-residents that have ceased to hold an interest in the fund as a result of the payment of unclaimed superannuation to the Commissioner of Taxation. If you require any further information, contact us on 1800 064 694.

7.6 Family law and superannuation

The Family Law Act 1975 allows couples to divide their superannuation interests in the event of the breakdown of their marriage or de facto relationship (including same sex couples). The interests may be divided by formal agreement or by a Family Court order.

In the event that a member's superannuation interests are split, a new interest in Zuper Super can be created for the non-member spouse or their interest may be transferred or rolled over to another regulated superannuation fund. Only superannuation interests of $5,000 or above can be split.

Currently the Fund does not charge a fee for family law splits, but the Trustee has the power to charge such a fee in the future.

We strongly recommend that you seek professional advice from your legal adviser or the Family Court as to the consequence of separation and divorce on your superannuation interests.

7.7 Effect of Goods and Services Tax

As Zuper Super is subject to, and registered for, Goods and Services Tax (GST), we are entitled to claim reduced input tax credits (RITCs) from the ATO in relation to any GST paid. This credit is equal to 55% of the GST paid on the services provided by the Trustee. The effect of this is that the GST borne by members is effectively only 4.5%.

7.8 Anti-money laundering and counter terrorism financing

In accordance with the AML/CTF Act and the supporting AML/CTF Rules, we have an obligation to collect and verify information and documentation that you provide to us. This may include documents to verify your identity and other information as required by law prior to the provision of any designated services. From time to time, we may require additional information from you to assist in this process. The AML/ CTF Act also gives us the right not to provide financial services in certain circumstances.

In complying with obligations in relation to the AML/CTF Act and the supporting AML/CTF Rules, there may be instances where transactions are delayed, blocked, frozen or refused. If such an instance occurs, we are not liable for any loss you may suffer (including consequential loss) as a result of our compliance with the AML/CTF Act and the supporting AML/CTF Rules as they apply to the Fund.

We have certain statutory obligations to disclose information gathered to regulatory bodies and/or law enforcement agencies, such as the Australian Transaction Reports and Analysis Centre (AUSTRAC).

We also have the obligation to report certain matters to AUSTRAC. Under 'tipping off' provisions, we are not permitted to inform you that any such reporting has taken place.

7.9 Your right to privacy

We collect information from you in order to process your application and to administer your superannuation account and for the purposes of our ongoing relationship with you as further described in this privacy statement. If we ask for your personal information and you don't give it to us, or if you provide us with incomplete or inaccurate information, we may not be able to provide you with any, some or all of the features of the products or services you are seeking.

We generally collect your information directly from you (for example when you complete application and other forms, or over the telephone through our Member Services Team), but may also collect it from other organisations such as your employer, from our Fund Administrator (who may collect your personal information on our behalf), from publicly available sources and via social media.

We will/may also be required under the Superannuation Industry (Supervision) Act 1993, the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, the Family Law Act 1975 or other laws regulating superannuation to collect your personal information.

We may need to disclose your personal information to various third parties, for example, if your membership involves a financial adviser we will disclose the personal information that is necessary to manage or administer your account, to that adviser.

If you wish to amend or withdraw your authority for your adviser to act on your behalf, please advise us in writing.

We collect and may also use and disclose your personal information:

- To third party service providers we engage to provide administration, technology, marketing, mailing, printing, professional/ advisory or other services;
- To develop and improve our products and services; and
- To gain an understanding of you, your needs and your interactions with us so we can identify and notify you of other products and services of Zuper Super or our partners which may be of interest to you.

We may be required by law to disclose your personal information to other organisations, including government bodies such as the ATO, Centrelink and AUSTRAC, and any rollover fund selected by you.

If you have selected any insurance cover, we will provide your personal information to the underwriter of our insurance policy for the purposes of providing that insurance cover.

You can request access to or seek correction of your personal information by contacting us. The Zuper Super Privacy Policy provides information about how you may access and correct your personal information held by us.

Our Privacy Policy also includes information about how you may complain about a breach of the Australian Privacy Principles by us, and how we will deal with such a complaint. A copy of the Zuper Super Privacy Policy is available on our website at www.zuper.com.au/privacy or you can request a copy by contacting us on 1800 064 694.

8. How we keep you informed

8.1 What you'll receive

You can monitor your online Zuper Super account by logging in from your mobile or desktop at our website www.zuper.com.au. Your password is generated when you first join Zuper Super and can be securely reset via the website if it is ever lost.

The table below shows the types of communication we will provide to you or which you can access.

Communication	Purpose
Welcome Email	Confirm that your membership in Zuper Super has been accepted
Annual Member Statements	Provides a summary of your super benefit for the reporting period and is available on your online account. When you join Zuper Super you agree to obtain your annual statements from your online account. We'll notify you via email when your statement is available.
Annual Report	Provides an overview of the Fund for the reporting period, including an abridged version of the financial reports. The report will be available on the Fund's website www.zuper.com.au
Fund Financial Statements	Provides an audited abridged version of the financial reports for the Fund. These are available on the Fund's website as part of the Annual Report www.zuper.com.au
Exit Statement	Provides a summary of your super benefit for the reporting period to the date you exit the Fund. This is mailed or emailed to you.
Accessing Information on Your Zuper online account	You can view your account information including transaction history, investment performance, and account value on your Zuper online account. The value of your account is the sum of all the investments held in your account.

8.2 Publishing and notification of disclosure documents

We will make all disclosure documents available to you via email, and we will notify you when they are available. These disclosure documents may include product disclosure statements, financial service guides, significant event notices, on-going disclosure of material changes, and periodic statements.

You should inform us as soon as possible if there are any changes to your contact details to ensure that you receive all the latest communications from us.

8.3 Accessing your Zuper Super online account

Zuper Super's website is fully compatible and accessible via mobile, desktop and tablet devices. With the flexibility of accessing your Secure Online Portal anytime, anywhere our website allows you to keep track of and monitor your investment.

You can:

- View details of your investment portfolio and tilts;
- View details of your transactions;
- Switch investment options for your existing balance and for future contributions;
- Update beneficiary nominations (non-binding only);
- View your current insurance details; and
- Download reports including your Annual Member Statement.