

Joint Financial Services Guide (FSG)

Prime Super Pty Ltd &
Link Super Pty Limited



1 May 2014

What this Financial Services Guide (FSG) is about

This FSG is issued by, and provides information about, two key organisations involved in providing you with financial services in relation to the superannuation fund called Prime Super (ABN 60 562 335 823).

They are:

- Prime Super Pty Ltd (ABN 81 067 241 016) (the Trustee) – the Trustee of Prime Super; and
- Link Super Pty Limited (ABN 68 146 993 660) (Link Super) – a superannuation administrator.

The purpose of this FSG is to assist you in deciding whether to use the financial services the Trustee and Link Super provide in relation to Prime Super and to ensure that the Trustee and Link Super comply with the *Corporations Act 2001 (Cth)*.

The FSG contains information about:

- the Trustee and Link Super;
- the services that the Trustee and Link Super provide in relation to Prime Super;
- any remuneration that may be paid to the Trustee, Link Super and other relevant persons in relation to the services described in this FSG;
- how complaints will be dealt with;
- any interests, associations or relationships that could give rise to a conflict of interest; and
- how to contact the Trustee and Link Super.

General Advice Disclosure

The Trustee holds an AFS Licence to provide general advice about the Fund and its features and is not licensed to provide you with personal financial product advice. In preparing this FSG we did not take into account your personal needs, objectives or financial situation. We recommend that you obtain a Short-Form Product Disclosure Statement and read it in full before deciding whether an investment in Prime Super is appropriate for you.

Product disclosure

If you are considering joining, or on actually joining Prime Super, you should have been provided with a *Short-Form Product Disclosure Statement (Short-Form PDS)*.

The Fund provides a *Short-Form PDS* for each of its products:

1. *Short-Form PDS – Superannuation (Prime division);*

2. *Short-Form PDS – Superannuation (HIP division); and*

3. *Short-Form PDS – Retirement income streams.*

Each *Short-Form PDS* includes information about the features, terms and benefits of each product. It also outlines the associated risks, as well as any fees and charges which apply.

Each *Short-Form PDS* is supported by an additional document (respectively), titled as follows:

1. *Why choose Prime Super? (Prime division);*
2. *Why choose Prime Super? (HIP division); and*
3. *Prime Super's retirement options.*

The *Short-Form PDSs* and additional documents are designed to assist you in making decisions in relation to the relevant product (including whether to acquire the product).

All documents can be downloaded from the Prime Super website at **www.primesuper.com.au** or by calling us directly on **1800 675 839**.

Who is actually providing the financial services?

The issuer of the financial product is Prime Super Pty Ltd as Trustee of Prime Super. However, in regard to the day-to-day operations of the Fund, the Trustee has engaged Link Super to provide superannuation administration services on its behalf, including responding to most telephone and written enquiries.

Further, Link Super undertakes the following services in relation to Prime Super:

- provision of information about the benefits and options associated with Prime Super;
- collection of contributions from members and their employers;
- maintenance of members' accounts; and
- payment of benefits in accordance with the terms of the Prime Super trust deed and rules.

The provision of information may include information on insurance, investment and benefit options.

The Trustee holds an Australian Financial Services Licence (AFSL), number 219723. The Trustee's AFSL allows it to deal in, and provide general financial product advice in relation to, superannuation products.

Link Super is a Corporate Authorised Representative (Authorised Representative Number 401938) of Pacific Custodians Pty Limited, (ABN 66 009 682 866, AFSL 295142) (Pacific Custodians).



As a representative of Pacific Custodians, Link Super is authorised to:

1. Provide general financial product advice for the following classes of financial products:
 - 1.1 Superannuation; and
 - 1.2 Non-cash payment products.
2. Deal in a financial product by:
 - 2.1 issuing, applying for, acquiring, varying, or disposing of a financial product in respect of the following classes of financial products:
 - 2.1.1 Superannuation; and
 - 2.1.2 Non-cash payment products.

Financial advice

Prime Super assists members with three levels of advice:

1. General advice

This advice is of a general nature only and will not take into account your objectives, personal financial circumstances, or needs. It is typically provided during discussions with Prime Super's Regional Managers or customer service staff. Before acting on general advice, you should consider the appropriateness of the advice having regard to your objectives, financial situation and needs.

Further, if the advice relates to the acquisition or possible acquisition of a particular financial product you should obtain and consider the relevant *Short-Form PDS* before making any decision about whether to acquire the product. You may also wish to seek separate legal and financial advice.

2. Limited advice

The Trustee can provide members with limited financial advice over the telephone.

A qualified financial planner will help you make decisions in relation to your superannuation on the following topics:

- contribution options;
- investment choice; and
- insurance options.

This service is free of charge and available to you by calling **1800 675 839**.

3. Full advice

If you require further advice and potentially a full financial plan based on your personal financial situation and needs, we can refer you to a financial planner. Please contact us on **1800 675 839** for further information.

Who we act on behalf of

Prime Super Pty Ltd as Trustee of Prime Super acts on its own behalf as an AFSL holder when providing the services described in this FSG. Link Super acts on behalf of the Trustee when providing the services described above.

Link Super, as the administrator engaged to provide services on behalf of the Trustee, is contractually obliged to provide the services in accordance with the Fund's policies, applicable legislation, and other arrangements agreed between the Trustee and Link Super.

The Trustee and Pacific Custodians (authorising Licensee of Link Super), as separate AFSL holders, are each subject to the strict requirements of their licences and related sections of the Corporations Act, and are liable to be penalised under the law if found in breach of the licence conditions.

How can you provide instructions in relation to Prime Super?

Generally, you can provide instructions by mail, fax, phone or via the internet. For contact details please refer overleaf.

What are the fees?

Prime Super is a not for-profit-super fund.

Details of fees charged if you become a member of the Fund are set out in the Fund's three *Short-Form PDSs* and supporting documentation *Why choose Prime Super?* and *Prime Super's retirement options*. Each cover the cost of providing the product that you invest in (including the payments to Link Super). No other fee is required for information or advice provided to you by the Trustee or Link Super.

The Directors of the Trustee and its secretariat are all salaried staff. Employees do not receive commissions or bonuses related to the advice provided to you.

How is Link Super paid?

Link Super is paid by the Trustee for its services (from charges levied on the funds of Prime Super) in accordance with the terms of the contract between the two parties.

These payments by the Trustee are based in part on the number of members in the Fund and the number of payments made from the Fund.

No commissions are paid or received by Pacific Custodians, Link Super or any of their employees.

No additional remuneration is paid, or benefit provided to:

- the employer of the providing entity;
- the authorising licensee;
- an employee or director of the authorising licensee (other than normal wages and salary of employees);
- associate(s) of any of the above; or
- any other person.

Professional indemnity insurance

The Trustee and Pacific Custodians each have Professional Indemnity (PI) insurance arrangements in place to compensate persons for loss or damage arising as a result of a breach or breaches of any relevant legislative obligations. These arrangements satisfy the requirements of section 912B of the *Corporations Act 2001 (Cth)* and covers claims arising from the conduct of representatives and employees who are no longer employed, but who were at the time of the relevant conduct.

Associations

The Trustee does not have any other interests, relationships or associations that could give rise to a conflict of interest by influencing the financial services provided.

Australian Administration Services Pty Limited (ABN 62 003 429 114) (AAS) and its subsidiaries are related bodies corporate of Link Super.

FuturePlus Financial Services Pty Limited (ABN 90 080 972 630) (FuturePlus) is a wholly owned subsidiary of Link Super.

Link Super is the outsourced provider of administration services for Towers Watson Australia Pty Ltd (ABN 45 002 415 349, AFSL 229921) and Russell Employee Benefits Pty Limited (ABN 70 099 865 013, AFS Licence 220705).

Pacific Custodians, Link Super (including subsidiaries) and AAS (including subsidiaries) are all members of the Link Group of companies. For more information about the Link Group, please visit: <http://www.linkmarketservices.com.au/corporate/AboutUs/Global-Network.html>

Your privacy

The Trustee and Link Super respect the privacy and security of your personal and/or sensitive information. Personal information is collected, stored and used for the primary purpose of administering superannuation benefits or related secondary purposes. Personal information may include names, street and email addresses, super information and any other information that enables a person to be individually identified. The information is collected by and held for Prime Super by Link Super and may be disclosed to third parties who are involved in activities related to membership or where lawfully permitted under the Privacy Act 1988 (Cth), as amended from time to time.

- The Trustee's Privacy Policy – For further information about privacy or to obtain a free copy of our Privacy Policy, please visit our website www.primesuper.com.au, contact us on **1800 675 839**, write to us at Locked Bag 5103, Parramatta, NSW 2124 or email us at administration@primesuper.com.au.
- As part of the Link Group, Link Super's privacy policy is available online at <https://www.linkmarketservices.com.au/corporate/Privacy.html>

If you have any complaints

The Trustee and Link Super are committed to handling any complaints from members promptly and fairly.

Complaints may be made by:

Mail: **The Complaints Officer**

Prime Super
Locked Bag 5103
Parramatta NSW 2124

Freecall: 1800 675 839
Calling from overseas: +61 2 9374 3967
Email: administration@primesuper.com.au
Web: **www.primesuper.com.au**

All complaints are recorded and the action taken is monitored to safeguard against undue delay and inadequate consideration.

If the complaint is about the Fund or its administration, and if you do not receive a response within 90 days, or you are not satisfied with the response or decision received, you may be able to take your complaint to the Superannuation Complaints Tribunal (SCT)

which is an independent Federal Government body.

If the SCT can deal with your complaint, it will attempt to resolve the complaint through conciliation. If that is unsuccessful, the SCT will review the decision or conduct to which the complaint relates.

You can contact the SCT by telephone on **1300 884 114** or by writing to:

Superannuation Complaints Tribunal

Locked Bag 3060
GPO Melbourne VIC 3001

If your unresolved complaint is about Link Super and is outside the jurisdiction of the SCT you may be able to lodge a complaint with the Financial Ombudsman Service Limited (ABN 67 131 124 448) (FOS).

FOS is an independent body set up to assist consumers in the resolution of complaints relating to financial services.

FOS may be able to assist you to resolve your complaint but will only become involved after you have first made use of Link Super's complaints handling process.

FOS can be contacted via the following details:

Financial Ombudsman Service Limited

Postal Address:

GPO Box 3, Melbourne VIC 3001

Physical Address:

Level 13, 31 Queen Street,
Melbourne VIC 3000

Phone: 1300 780 808 or (03) 9613 7366

Fax: (03) 9613 6399

Email: info@fos.org.au

Website: **www.fos.org.au**

Contact details

For super enquiries, the Trustee and the Administrator superannuation enquiries

Mail: Prime Super
Locked Bag 5103
Parramatta NSW 2124

Freecall: 1800 675 839
Calling from overseas: +61 2 8571 6510
Freefax: 1800 023 662
Email: administration@primesuper.com.au
Web: **www.primesuper.com.au**

Prime Super Pty Ltd

(AFSL 219723) (ABN 81 067 241 016)

Level 15, 190 Queen Street
Melbourne VIC 3000
Phone: (03) 8600 9472
Fax: (03) 8600 9480
Web: **www.primesuper.com.au**

Pacific Custodians Pty Limited

(ASFL 295142) (ABN 66 009 682 866)

Level 12, 680 George Street
Sydney NSW 2000
Phone: (02) 8280 7100

Link Super Pty Limited

(ABN 68 146 993 660)

1A Homebush Bay Drive
Rhodes NSW 2138
Phone: (02) 8571 5000



Open from 8.00am-8.00pm, Mon-Fri Sydney time

Free call 1800 675 839 **Free fax** 1800 023 662

Email administration@primesuper.com.au **Web** www.primesuper.com.au

Postal Address Prime Super Locked Bag 5103, Parramatta NSW 2124

asfa member

