



Financial Services Guide

2 June 2016



Purpose of this Financial Services Guide

This **Financial Services Guide** is issued by Commonwealth Superannuation Corporation (CSC), ABN 48 882 817 243, AFSL 238069 and Superannuation Administration Corporation trading as Pillar Administration (Pillar) ABN 80 976 223 967, AFSL 245591.

This **Financial Services Guide** is designed to assist you in deciding whether to use any of the financial services referred to in the **Financial Services Guide**, and is provided to inform you about:

- > the financial services provided by CSC and Pillar in relation to Australian Defence Force Superannuation Scheme (ADF Super) (ABN 90 302 247 344)
- > remuneration arrangements
- > insurance arrangements
- > complaints resolution processes.

The **Product Disclosure Statement (PDS)** for ADF Super is available on the website at adfsuper.gov.au and should be considered by those considering whether to join (if eligible). The PDS includes information about the benefits of ADF Super as well as the applicable fees and costs so that you can make an informed decision about whether to join ADF Super.

ADF Super is available from 1 July 2016.

This **Financial Services Guide** has been prepared without taking account of your objectives, financial situation or needs. You should consider any advice or information in this document in light of your personal objectives, financial situation or needs before acting on it. You may wish to consult a licensed financial advisor.

About CSC and Pillar

CSC is a corporate Commonwealth entity and an Australian financial services (AFS) licensee. CSC acts as trustee in relation to a number of superannuation schemes, including ADF Super.

Pillar is a NSW State owned corporation and is a specialist superannuation administration services provider. Pillar holds an AFS licence and provides certain ADF Super member services.

Pillar's services include specialist administration services such as operating a contact centre and responding to enquiries from ADF Super members, maintaining members' accounts, processing member and employer contributions and making benefit payments.

The financial services provided

CSC is authorised by its AFS licence to provide general financial product advice regarding superannuation products. CSC provides general financial product advice about ADF Super and other superannuation products issued by it. General financial product advice means advice that is given without considering any of your objectives, your financial situation or your needs. As an AFS licensee, CSC acts for itself in providing, and is responsible for, any general advice provided by it.

If you contact the contact centre for ADF Super, you will have contact with a Pillar Customer Service Officer who can provide you with information about ADF Super.

In responding to your queries, Pillar may provide you with factual information about ADF Super or may arrange for you to perform certain transactions in relation to your ADF Super account (including by providing you with relevant forms).

Pillar's AFS licence authorises it to provide financial product advice and to apply for, acquire, vary or dispose of superannuation products on behalf of another person. If Pillar does provide you

with any financial advice in relation to ADF Super, it will only be general financial product advice. As an AFS licensee, Pillar acts for itself in providing, and is responsible for, any financial services provided by it.

Remuneration

Generally no fee is charged to you for information or general advice in relation to ADF Super. Fees and costs associated with ADF Super are outlined in the PDS. Except as described in the section 'CSC and Industry Fund Services' below, neither CSC nor its directors or employees receive any remuneration in respect of, or which is attributable to, any advice about ADF Super provided to you. CSC's directors are remunerated by way of allowances set by the Remuneration Tribunal. Employees of CSC and Pillar are paid on a salary basis and, while they may be paid a bonus, it is not related in any way to advice provided about ADF Super.

Pillar is paid for the provision of services to CSC in accordance with an administration services contract between Pillar and CSC. These payments are based in part on the number of members in ADF Super. None of Pillar's directors or officers hold shares or any form of equity in Pillar or CSC.

Your ADF Super in Action

Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation or needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the **ADF Super Product Disclosure Statement (PDS)** and consider its contents before making any decision regarding your super.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397
Trustee of the Australian Defence Force Superannuation Scheme (ADF Super) ABN: 90 302 247 344 RSE: R1077063

Neither CSC nor Pillar pay any fees or commissions to any third parties related to the provision of financial services as outlined in this Guide with respect to ADF Super or for referring people to CSC or Pillar.

CSC and Industry Fund Services

CSC has partnered with Industry Fund Services (IFS) ABN 54 007 016 195, AFSL 232514, to make a personal financial advice service available to members of ADF Super. IFS may charge a fee for this service. Further information about these services may be obtained from the website at adfsuper.gov.au

Insurance arrangements

CSC and Pillar both have professional indemnity insurance in place to cover any breach of their own AFS licence, including:

- > in the case of CSC's insurance, a breach of its licence by CSC, or any of its employees or
- > in the case of Pillar's insurance, a breach of its licence by Pillar or any of its employees.

CSC's insurance arrangements also cover losses sustained as a result of work done for CSC by its employees even after they cease to work for CSC.

Pillar's insurance arrangements also cover losses sustained as a result of work done for Pillar by its employees even after they cease to work for Pillar.

The requirements applicable to CSC and Pillar for compensation arrangements under the *Corporations Act 2001 (Cth)* are satisfied by their respective insurance arrangements.

What to do if you have a complaint?

We are committed to handling any complaints from members of ADF Super promptly and fairly, within a maximum of 90 days from when the complaint is made.

Complaints relating to ADF Super (including complaints about the conduct of CSC or Pillar in connection with ADF Super) can be made by contacting us on **1300 203 439**, at complaints@adfsuper.gov.au or addressing written complaints to:

ADF Super Complaints Officer
Locked Bag 9400
WOLLONGONG DC NSW 2500
Australia

If your complaint about ADF Super or its administration is not resolved to your satisfaction or if you do not receive a response within 90 days, you may have the right to refer the matter to the Superannuation Complaints Tribunal (SCT). The SCT is an independent Commonwealth Government body and can be contacted on **1300 884 114**.

Their mail address is:

Locked Bag 3060
Melbourne VIC 3001
Fax: 03 8635 5588

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

If you have a complaint about Pillar that is not to do with the administration of ADF Super you may have a right to take your complaint to:

Financial Ombudsman Service (FOS)
GPO Box 3 Melbourne VIC 3001
Ph: 1300 780 808

Contact details

If you wish to contact us or provide instructions to us please contact a Customer Service Representative on **1300 203 439** or email us at members@adfsuper.gov.au

Alternatively you can mail us at:
Locked Bag 9400
WOLLONGONG DC NSW 2500
Australia

Pillar's corporate address is:
Level 16, 1 Margaret St
Sydney NSW 2000
Ph: 02 9238 5555
Fax: 02 9238 5572

Your privacy

CSC and Pillar are committed to protecting your privacy.

CSC collects personal information only for the purposes of providing superannuation products and information to members, including the administration of superannuation legislation and rules, and for any other directly related purposes.

CSC may also disclose your personal information to the extent that it is required or permitted to do so by law.

Your personal information will be disclosed to Pillar (for the purposes of establishing, administering and releasing your ADF Super account). Pillar may also disclose your personal information to the extent that it is required or permitted to do so by law.

If Pillar holds your personal information for the purpose of administering ADF Super you can complain to the Privacy Commissioner about Pillar's acts or practices in relation to that personal information. The Privacy Commissioner may investigate such complaints and has the power to award compensation against Pillar in appropriate circumstances. Complaints can be made to the Office of the Australian Information Commissioner:

GPO Box 5218
Sydney NSW 2001
Ph: 1300 363 992
Email: enquiries@oaic.gov.au

A full copy of CSC's privacy policy is available at adfsuper.gov.au or call us on **1300 203 439**. Pillar's Privacy Policy is available at pillar.com.au

 **EMAIL**
members@adfsuper.gov.au

 **PHONE**
1300 203 439

 **POST**
ADF Super
Locked Bag 9400
WOLLONGONG DC
NSW 2500

 **FAX**
1300 204 314

 **WEB**
adfsuper.gov.au

 **OVERSEAS CALLERS**
+61 2 4298 6031