



FSIS Financial Services Guide

Issue date: 19 July 2019

This Financial Services Guide (**FSG**) provides important information about who we are, our services, how we are paid for our services, and your rights as a client.

This FSG is provided by Future Super Investment Services Pty Ltd (ABN 55 621 040 702; AFS Representative No. 001271441). Future Super Investment Services is a Corporate Authorised Representative of Future Super Holdings Pty Ltd (ABN 90 167 800 580; AFSL 482684).

If you need more information, please contact us by phoning **1300 658 422** or emailing info@myfuturesuper.com.au.

Our Services

Future Super Investment Services Pty Ltd (**FSIS**) is the Founder, Promoter and Investment Manager of the Future Super Superannuation Fund (**Future Super**). Our roles are to:

- a. Promote Future Super;
- b. Assist in providing services to Future Super members;
- c. Provide investment management services in respect of Future Super (including sourcing, assessing and managing investments and preparing reports and communications); and
- d. Assist the trustee of Future Super in ensuring the superannuation fund remains true to label.

Any advice we provide to retail clients will only be **general product advice**, and won't take into account your personal financial objectives, situation or needs. We will not provide personal financial advice to retail clients. You should read the Future Super PDS and obtain advice tailored to your personal circumstances before making an investment decision.

We may give you general advice in writing, over the phone, on the website, via email, mail or social media platforms, or at events.

The Issuer of Future Super

Interests in Future Super are issued by Diversa Trustees Limited (ABN 49 006 421 638, AFS Licence No. 235153; RSE Licence L0000635) (**the Trustee**). The Trustee ensures that Future Super is managed in a compliant way and in the best interests of members. The Trustee holds appropriate Trustee Liability Insurance.

Related Parties and Service Providers

FSIS is 100% owned by the Future Superannuation Group Pty Ltd (ABN 68 618 367 927). The Administration of Future Super is provided by OneVue Super Services Pty Limited (ABN 74 006 877 872; AFS Licence No. 246883). Insurance cover is provided to eligible members of Future Super by AIA Australia Limited (ABN 79 004 837 861; AFS Licence No. 230043).

Future Super contains a sub-fund which is promoted by an external Sub-Promoter. Verve Super is promoted by Verve Superannuation Pty Ltd (ABN 65 628 675 169), who is a Corporate Authorised Representative (CAR No. 001268903) under the AFS Licence held by True Oak Investments Ltd.

Important Documents

Before you make an investment decision about Future Super, we will either send to you directly, or make available to you on our website, the following documents which contain important and detailed information about Future Super:

- A Product Disclosure Statement (**PDS**);
- An Additional Information Booklet (**AIB**);
- An Insurance Guide; and
- Our Privacy Policy.

Remuneration

In our role as Fund Promoter, we receive a portion of the management fees (being the total fees and costs charged to members of Future Super) equal to the balance of the total fee minus the investment and administration fees and the fund expense and operational risk reserves accrued in the calculation of the unit price. This fee is estimated to currently be approximately 0.283% of the Fund per annum. The Trustee and the Administrator of Future Super also receive a portion of the management fees.

In our role as Investment Manager, we receive a portion of the management fees. These investment management fees differ depending on which option you are invested in, and are set out in the PDS and Additional Information Booklet for the Fund.

We will always ensure that the fees and costs associated with Future Super are disclosed in an easy to understand way in the PDS and on our website.

All of our staff are paid a salary, and none of our staff will receive a commission, fee or bonus for providing general advice to you or if you choose to make an investment in Future Super.

If you have a financial adviser and you would like them to receive a commission or advice fee paid from your Future Super account, the amount of this fee will be negotiated independently between you and your adviser. You should ensure that you always receive a Statement of Advice (**SoA**) when receiving personal financial advice from a financial adviser. You may inform us at any time if you want to remove any advice fees from your Future Super account.

Professional Indemnity Insurance

We are covered by the Professional Indemnity (**PI**) insurance held by the Future Superannuation Group. This PI insurance provides cover for claims arising from the conduct of representatives who are or were employed by us, or one of the other entities within the Future Superannuation Group, where we are found to have a liability for financial loss suffered by a person to whom we have provided a financial service.

These arrangements satisfy the compensation requirements of section 912B of the *Corporations Act 2001 (Cth)*. You do not have a direct right to claim under this insurance.

Your Privacy

We respect your privacy and have developed a Privacy Policy which embodies our legal obligations in respect of collecting, using, storing, disclosing and maintaining your personal information. Our Privacy Policy is available on our website at www.myfuturesuper.com.au, or else you can contact us directly for a copy on **1300 658 422**.

Enquiries and Complaints

Superannuation legislation requires us to have arrangements in place for you to make enquiries or complaints about the operation or management of Future Super. The arrangements that we have established are:

- Enquiries can be made by telephone to 1300 658 422 or in writing to info@myfuturesuper.com.au.
- A complaint must generally be in writing and addressed to The Complaints Officer, Future Super, GPO Box 1858, Sydney, NSW 2001.
- The receipt of written complaints will be acknowledged in writing. The complaint will be investigated and action initiated to resolve the matter.
- A written response will be made as soon as possible but within the 90-day limit prescribed by superannuation legislation.

For any complaint that is unable to be resolved to your satisfaction, or if you do not receive a response within 90 days of making your complaint, the Government has established an independent body, the Australian Financial Complaints Authority (AFCA). This Authority's contact details are:

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001
Telephone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

Complaints may be submitted by both current and former members, and their beneficiaries, and will largely be dealt with by correspondence. AFCA can deal with complaints that relate to a decision or a failure to make a decision by a trustee or a person acting for a trustee, in relation to a particular individual. AFCA cannot deal with certain complaints, for example, complaints about the management of a fund as a whole. Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.