



## FSIS Financial Services Guide

Issue date: 19 October 2021

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the services offered by Future Super Investment Services Pty Ltd (ABN 55 621 040 702; AFS Representative No. 001271441)(FSIS) as a Corporate Authorised Representative of Future Superannuation Holdings Pty Ltd (ABN 90 167 800 580; AFS Licence No. 482684), and also to inform you about remuneration that may be paid to FSIS in relation to the services offered and provided.

This FSG will provide you with an understanding of what to expect from your interactions with us, including when or if you can expect to receive a Product Disclosure Statement or other documentation, how to contact us, our business relationships, details of any potential conflicts, and information on our procedures for dealing with complaints and how you can access those procedures.

If you need more information, please contact us by phoning 1300 658 422 or emailing [info@myfuturesuper.com.au](mailto:info@myfuturesuper.com.au).

### Our Services

FSIS is the Founder, Promoter and Investment Manager of the Future Super Superannuation Fund (ABN 45 960 194 277) (Future Super).

FSIS is also the Investment Manager of Cruelty Free Super, a sub-plan of the Grosvenor Pirie Master Superannuation Fund Series 2 (ABN 32 367 272 075) (GPMSF-2).

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 and Cruelty Free Super (including sourcing, assessing and managing investments and preparing reports and communications); and

PO Box 1282 Albury NSW 2640  
[info@futuresuper.com.au](mailto:info@futuresuper.com.au)  
1300 658 422

Issued by Future Super Investment Services Pty Ltd (ABN 55 621 040 702, AFS Representative No. 001271441), a corporate authorised representative of Future Superannuation Holdings Pty Ltd (ABN 90 167 800 580; AFSL 482684). Interests in the Fund are issued by Diversa Trustees Limited (ABN 49 006 421 638, AFSL 235153).



- d. Assist the Trustee in ensuring the superannuation funds remain true to label.

FSIS is authorised by Future Superannuation Holdings to provide general financial product advice on, and arrange to deal in, deposit and payment products; debentures, stocks or bonds; life insurance products; interests in managed investment schemes (excluding IDPS); securities and superannuation, to retail and wholesale clients.

Generally, when we provide financial services, we act on our own behalf. However, we may act on behalf of others when we deal in a financial product (for example, we may act on behalf of the Issuer (the Trustee) when arranging for a client to acquire an interest in Future Super).

## General Product Advice Only

Any advice we provide to retail clients will only be general product advice only. This means that we will not take into account your personal financial objectives, situation or needs in relation to any advice we provide. Accordingly, a Statement of Advice will not be provided but 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 each fund:

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

We will not give you personal advice in our regular updates or marketing material. We will not give you personal advice when you visit our website, visit our social media platforms, receive emails, see us at events, or contact our Member Services Team.

We recommend you seek professional financial advice when considering if joining Future Super is appropriate to your own financial objectives, situation or needs.

## Instructing Us

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You can contact us directly with any instructions relating to the financial products we offer and promote. This includes giving us instructions electronically (including via your customer account) or by phone or in writing. We will need to be satisfied that we have verified your identity before proceeding.

We will ask you to confirm your instructions via recorded phone call, online or in writing. You can ask us for a copy of this instruction at any time.

## Related Parties

FSIS is wholly owned by the Future Superannuation Group Pty Ltd (ABN 68 618 367 927).

FSIS is a Corporate Authorised Representative of Future Superannuation Holdings Pty Ltd (ABN 90 167 800 580; AFS Licence No. 482684).

Future Super contains a sub-fund, Verve Super, which is promoted by an external Sub-Promoter, Verve Superannuation Pty Ltd (ABN 65 628 675 169) under a Sub-Promoter Agreement with FSIS. Verve Superannuation Pty Ltd is a Corporate Authorised Representative (AFS Representative No. 001268903) of True Oak Investments Ltd (ABN 81 002 558 956, AFS Licence No. 238184).

Interests in Future Super are issued by Diversa Trustees Limited (ABN 49 006 421 638, AFS Licence No. 235153; RSE Licence L0000635) (the Trustee). Administration is provided by OneVue Super Services Pty Limited (ABN 74 006 877 872; AFS Licence No. 246883). Insurance cover is provided to eligible members by AIA Australia Limited (ABN 79 004 837 861; AFS Licence No. 230043).

There is a Sponsor and Promoter Agreement, and a separate Investment Management Agreement, in place between FSIS and Diversa Trustees Limited in respect of providing promotion and investment management services for Future Super.

There is a separate Investment Management Agreement in place between FSIS and Diversa Trustees Limited in respect of providing investment management services for Cruelty Free Super, a sub-fund of the Grosvenor Pirie Master Superannuation Fund – Series 2.

Future Super is invested in BetaShares Funds. Investment in Australian equities is predominantly made via the BetaShares Australian Sustainability Leaders ETF. Investment in international equities is via the BetaShares Global



Sustainability Leaders ETF and the Betashares Climate Change Innovation ETF. Exposure to global green bonds is predominantly made via the Betashares Sustainability Leaders Diversified Bond ETF. For more information about these ETFs see <https://www.betashares.com.au>. FSIS is a service provider to BetaShares for these products, with its role being to provide recommendations to the Responsible Investment Committee on the index constituents and corporate actions.

## Remuneration

### Promoter Fee

In our role as the Promoter of Future Super, FSIS receives a portion of the variable administration fee. This amount is accrued and reflected in the calculation of the unit price. We also receive the annual flat dollar administration fee. These fees are set out in section 7 of the Future Super PDS and section 5 of the Future Super Additional Information Booklet. In respect of Verve Super, we distribute some of these fees to the Sub-Promoter.

### Investment Management Fee

In our role as Investment Manager of Future Super, we receive a portion of the investment management fees. These fees differ depending on which investment option you are invested in and are set out in section 7 of the Future Super PDS and section 5 of the Future Super Additional Information Booklet.

In our role as Investment Manager of Cruelty Free Super, we receive a portion of the investment management fees as set out in section 7 of the Cruelty Free Super PDS and section 5 of the Cruelty Free Super Additional Information Booklet.

### Adviser Fee

In our role as an Adviser to the BetaShares Responsible Investment Committee, we receive a basis points fee which is calculated at the individual fund level.

### Referral Fee

Future Super may pay a referral fee to third parties who refer individuals to Future Super. This is not an additional fee directly payable by you. Information about the referral fee will be disclosed by the third-party recipient as part of their communications with you.

### Staff Remuneration

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Our staff receive a salary and superannuation and may receive bonuses and other benefits from time to time. Staff do not receive commissions or bonuses if you choose to open an account with Future Super.

### Conflicts Management

In our role as Investment Manager of Future Super and Investment Manager of Cruelty Free Super, we may from time to time make investments in:

- One or more funds in respect of which we also provide services to, and for which we may be remunerated; and
- One or more assets where one of our associates (such as a director or officer of an entity within the Future Super Group) is a major shareholder or director of the asset.

In such situations, we will seek to ensure that such fees or benefits are not determined by reference to the size of Future Super's or Cruelty Free Super's investment in the asset.

### 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](http://www.myfuturesuper.com.au), or else you can contact us directly for a copy on 1300 658 422.



## Enquiries and Complaints

If you are dissatisfied or have a complaint about the financial services FSIS provides to you, you should take the following steps.

1. Contact FSIS to tell us about your complaint.

GPO Box 1858  
SYDNEY NSW 2001  
Telephone: 1300 658 422  
Email: [info@myfuturesuper.com.au](mailto:info@myfuturesuper.com.au)

We'll acknowledge your complaint within one business day of its receipt. Your complaint will be investigated, and action will be initiated to resolve the matter.

The timing of our written response will depend on the context of the complaint, and will range between 30 calendar days and 90 calendar days. For more information, see the Complaints Policy available on our website.

1. If we have not responded within the legislated timeframe, or you are not satisfied with our response, you may be able to refer your complaint to the Australian Financial Complaints Authority (AFCA), an independent dispute resolution service established by the Government.

GPO Box 3  
MELBOURNE VIC 3001  
Telephone: 1800 931 678 Email: [info@afca.org.au](mailto:info@afca.org.au) Website: [www.afca.org.au](http://www.afca.org.au)

AFCA can deal with complaints that relate to a decision or a failure to make a decision in relation to a particular individual. 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 circumstance expires. Complainants are encouraged to pursue internal dispute resolution before making a complaint to the AFCA.