LifeFocus

LifeFocus Private eWRAP Super/Pension

Product Disclosure Statement

PART 1 – General Information

Issue date: 30 September 2024

LifeFocus

Trustee of the LifeFocus Private eWRAP Super/Pension (ABN 94 579 217 553) and issuer of this Product Disclosure Statement

CCSL Limited
ABN 51 104 967 964
AFSL 287084
RSEL 0000758

Administrator and custodian of the LifeFocus Private eWRAP Super/Pension

Asgard Capital Management Ltd (Asgard)
ABN 92 009 279 592
AFSL 240695

This Product Disclosure Statement (PDS) is available from financial advisers across Australia.

Updating the information in this PDS

This PDS is up to date as at the time of preparation. From time to time we may change or update information in this PDS that is not materially adverse to your interests (or the change is otherwise permitted under superannuation law), provided we give you a means of finding out about these changes. You can do this by ringing our Customer Relations Team on 1800 731 812 or, if you are an existing investor, you can check Investor *Online*. You can also obtain a paper copy of the updated information free of charge by contacting your financial adviser or us.

Who can apply?

The offer or invitation to which this PDS relates is only available to members receiving the PDS in Australia, and who have an Australian licensed or authorised adviser that is able to distribute LifeFocus Private eWRAP Super/Pension. The Trustee may, at its discretion, refuse to accept applications from particular persons or classes of persons.

Before applying

Before applying for a LifeFocus Private eWRAP Super/Pension account, it is important that you read the PDS in full, which comprises the following 2 parts, as well as the List of Available Investment Options.

Document	What it contains?
LifeFocus Private eWRAP Super/ Pension PDS – Part 1: General Information	General information about LifeFocus Private eWrap Super/Pension
LifeFocus Private eWRAP Super/ Pension PDS – Part 2: Additional Information	Additional, detailed information about how LifeFocus Private eWRAP Super/Pension works, in particular: • how super works • how super is taxed • your investment options • how your account works • additional explanation of fees and other costs • other information • investor declaration, conditions and acknowledgments • glossary
LifeFocus Private eWRAP Super/ Pension PDS – List of available investment options	Information on the managed investments available through LifeFocus Private eWRAP Super/Pension

You can obtain a copy of each Part of the PDS and the List of Available Investment Options from your financial adviser or by calling our Customer Relations Team on 1800 731 812.

Contents

About CCSL

The Trustee of LifeFocus Private eWRAP Super and LifeFocus Private eWRAP Pension (collectively referred to as LifeFocus Private eWRAP Super/ Pension), are part of the LifeFocus Superannuation Fund ABN 94 579 217 553, of which the Trustee is CCSL Limited ABN 51 104 967 964 AFSL 287084 (CCSL, we, us, our or the Trustee). CCSL is the issuer of interests in the LifeFocus Private eWRAP Super/Pension and has prepared this PDS.

About Asgard

Asgard Capital Management Ltd ABN 92 009 279 592, AFSL 240695 ("Asgard" or "the Administrator") is the custodian and administrator of LifeFocus Private eWRAP Super/Pension. Asgard is a subsidiary of Westpac Banking Corporation ABN 33 007 457 141, AFSL 233714 (Westpac) and is a member of the Westpac Group. Asgard has consented to being named in this PDS. Asgard does not enter into any contract with you in connection with LifeFocus Private eWRAP Super/Pension and is not responsible to you for any aspect of LifeFocus Private eWrap Super/Pension. Asgard makes no statement in this PDS and is not authorised or responsible for the issue of interests in the Sub- Plan/Fund.

About the Distributor

Alliance Capital Management Pty Ltd (ACM) (ABN 29 128 576 072, which is a Corporate Authorised Representative AFS Rep No 000401978 of Specialised Private Capital Ltd ABN 87 095 773 390 AFSL 246744) has been appointed by the Trustee to be the promoter of LifeFocus Private eWRAP Super/Pension.

About LifeFocus Private eWRAP Super/ Pension

LifeFocus Private eWRAP Super/Pension refers to LifeFocus Private eWRAP Super Account and LifeFocus Private eWRAP Allocated Pension Account which are both part of the LifeFocus Superannuation Fund ABN 9 4 579 217 553 (the Fund). Your rights in relation to LifeFocus Private eWRAP Super / Pension are governed by the LifeFocus Superannuation Fund Trust Deed dated 24 February 2003 as amended from time to time (the Trust Deed), superannuation law and the general law. The Trust Deed overrides this PDS to the extent of any inconsistency.

This PDS

Information in this PDS, or that forms part of this PDS, has been prepared in accordance with our obligations under superannuation law. Its terms do not form the basis of a contractual relationship between you and us, except where this is specifically intended to be the case (for example, in the 'Investor declarations, conditions and acknowledgements' section in Part 2: Additional Information of the PDS, and in relation to any other acknowledgement and representations you make to us in the forms). Material relating to how superannuation works may change between the time you read this PDS and the day when you open an account.

Other than as specified by legislation, including superannuation law, this PDS does not confer on you any additional rights. The Trustee reserves the right to change the features and provisions relating to this product as contained in this PDS, but will provide you with notice of any such change or the ability to access such information pursuant to superannuation law (see 'Keeping you informed' in the 'General information' section of this Part 1).

General Advice Warning

The provision of the investments available through LifeFocus Private eWRAP Super/Pension or any other investment information, examples or statements in this PDS should not be taken as the giving of financial product advice by us. The information provided in this PDS is general information only. It does not take into account your investment objectives, financial position or needs. Before acting on the information, you should consider the appropriateness of the information having regard to your personal objectives, financial situation or needs.

Investment in LifeFocus Private eWRAP Super/Pension

Apart from any interest members may have in underlying bank accounts held at St. George and/or Westpac through their Cash Account, an investment in LifeFocus Private eWRAP Super/Pension is not a deposit or liability of Westpac or any other company within the Westpac Group. The Super and Pension accounts and the investments you select are subject to investment risk, including possible delays in repayment and the loss of income and capital invested. The Trustee, the Administrator and Westpac (including other companies within the Westpac Group) do not in any way stand behind or guarantee the capital value and/or the performance of the specific investments you select or the eWRAP Super account, or the eWRAP Pension account generally.

1. About LifeFocus Private eWRAP Super/Pension

- LifeFocus Private eWRAP Super/Pension is an administration facility that allows you to 'wrap' all of your superannuation (super) benefits into one simple retirement account and invest – through this account – in cash, term deposits, an extensive range of managed investments and securities listed on the Australian Securities Exchange (ASX). LifeFocus Private eWRAP Super/Pension offers two account types:

LifeFocus Private eWRAP Super	LifeFocus Private eWRAP Pension
• Helps you to save for your retirement • Accepts a wide range of contribution types and rollovers • Provides access to a range of competitive life insurance options from a range of insurers to suit your insurance needs	• Allows you to turn your super savings into a flexible income stream during your retirement or transition to retirement • Allows you to have pension payments made monthly, quarterly or annually to suit your needs (subject to limits set by legislation).

As a member in LifeFocus Private eWRAP Super/Pension you have access to a wide range of flexible features that allow you, with the help of your financial adviser, to suit your financial needs. These features include:

- **Prices and fee rebates.** The managed investments available are typically not available to retail investors directly and generally have lower investment manager fees than retail funds. We may also be able to negotiate rebates on the fees charged by some investment managers which may be fully passed on to members. For more information, refer to 'Investment fee rebates' in the 'Additional explanation of fees and other costs' section in Part 2: Additional Information.
- **Extensive investment menu.** You have access to a cash account, term deposit, over 130 managed investments and a broad range of securities listed on the ASX
- **Consolidated reporting.** You can get one clear view of all the investments you hold through your account. You can view your account online, 24 hours a day, 7 days a week (via Investor *Online*).

Optional features. You can automatically invest excess cash, rebalance your portfolio and make deposits into your Super account, which allows you and your financial adviser to spend more valuable time developing your investment strategy.

- **Save on fees through fee aggregation.** Where you hold more than one LifeFocus Private eWRAP Super and/or LifeFocus Private eWRAP Pension account we will (subject to the conditions in this PDS being met) automatically link these accounts for the purposes of calculating the administration fee, which means you'll save money on fees.
- **Seamless transfer from super to pension.** When you transition to retirement or are ready to retire, investments you hold through a LifeFocus Private eWRAP Super account can be transferred to a LifeFocus Superannuation Fund eWRAP Pension account without needing to sell down your investments, which can incur transaction costs and keep you out of the market.

Features of the LifeFocus Private eWRAP Super account

- Flexible ways for you to make contributions via direct debit, cheque and/or Bpay®.

®*Registered to Bpay Pty Ltd ABN 69 079 137 518.*

- Insurance is available via individual policies offering Income Protection, Term Life or Life Protection and Total and Permanent Disablement (TPD) Protection to protect you and your family from the impact of unforeseen events such as serious sickness or injury.
- Regular deposit plan. Makes it easy for you to adopt a disciplined approach to saving.

Features of the LifeFocus Private eWRAP Pension account

- An account based pension provides you with flexible pension payments – monthly, quarterly or annually – and you can also access your benefits as a lump sum.
- Take advantage of tax credits. Investment income in the pension account is generally free from tax. You may also receive the value of any franking credits on the managed investments that fund your pension.

Features of the LifeFocus Private eWRAP Pre-retirement account

- Enables you to access your super savings as a regular income stream once you have reached age 60 to help you transition to retirement.
- Flexible income payments – provides you with flexible pension payments monthly, quarterly or annually to help you manage your minimum and maximum drawdown limits.

Snapshot of LifeFocus Private eWRAP Super/Pension

Minimums	
Minimum suggested account value	$100,000
Minimum deposit	No Minimum
Minimum additional deposit **(super account only)**	No Minimum
Minimum buy or sell	
• Managed investments	$100
• Listed securities	We set no minimum, however transaction values may be stated by the ASX and/or minimum holdings may be applicable for some company shares.
Minimum withdrawal	No minimum
Account features	
Investment options	• Cash • Term deposits • Managed investments – more than 300 managed investments • Listed securities – a broad range of securities listed on the ASX
Deposit methods	**Initial**: • Rollover • In-specie transfer (rollover only) • Cheque • Direct debit **Additional (Super account only)**: • Rollover • In-specie transfer (rollover only) • Cheque • Direct debit • BPAY®
Optional features	• Regular deposit plan (Super account only) • Regular buy • Regular sell • Automatically invest excess cash • Automatically rebalance your portfolio • Income reinvestment
Insurance (Super account only)	You have access to a range of insurers offering the following types of insurance cover: • Term life or life protection • Total & Permanent Disablement • Income protection You can apply for an individual insurance policy through LifeFocus Superannuation Fund eWRAP Super. For further information on the insurers and to access the product disclosure statement for individual policies, please contact your financial adviser or call Customer Relations. Existing members can also obtain a copy of the relevant product disclosure statement through Investor *Online*.
Death benefit nominations	You can choose from the following death benefit nominations: • binding nomination • discretionary (non-binding) nomination • automatic reversionary nomination (pension accounts only). For more information on death benefit nominations, refer to ‘Optional features of your account’ in the ‘How LifeFocus Superannuation Fund eWRAP Super/Pension works’ section of this Part 1 and ‘Death benefit’ in the ‘How your account works’ section in Part 2: Additional Information.

Fees and other costs	
Administration fee (applicable to managed investments, term deposits and listed securities)	<table><tr><th>Value of managed investments, term deposits and listed securities</th><th>% fee p.a.*</th></tr><tr><td>First $100,000</td><td>1.0033</td></tr><tr><td>Next $150,000</td><td>0.8803</td></tr><tr><td>Next $500,000</td><td>0.6958</td></tr><tr><td>Next $2,250,000</td><td>0.5728</td></tr><tr><td>Balance over $3million</td><td>0.4100</td></tr></table>*Including Goods and Services Tax (GST) net of Reduced Input Tax Credit (RITC).
Fee aggregation	We will automatically link multiple LifeFocus Private eWRAP Super/Pension accounts held in your name, which may reduce the administration fee payable.
Expense recovery	We have discretion in deciding whether to pass on to members all or a portion of the expenses incurred by us for costs such as government levies, funding the Operational Risk Reserve and complying with legislative and prudential requirements.
Investment manager fees	These fees apply to the underlying managed investments listed in the List of Available Investment Options available from your financial adviser or our Customer Relations team. Existing members can also obtain a copy of the managed investment product disclosure statement through Investor *Online*.
Prices and fee rebates	We may negotiate rebates on the fees charged by some investment managers which will be fully passed on to members. Members with an account open at the time the rebate is credited (generally quarterly) may benefit from these rebates.
Flexible financial adviser remuneration structure	You can negotiate the fees to be paid to your financial adviser for financial advice and related services provided to you in relation to your account. We provide you with the flexibility to determine how and when your financial adviser should be paid.
Keeping you informed	
Reporting	We will produce an Annual Report and an Investor Report, both of which are available on Investor *Online*.
Investor *Online*	You will have continuous online access to your account details and reports through Investor *Online* – accessed via www.investoronline.info – 24 hours a day, 7 days a week.
Customer Relations	Call us on 1800 731 812 or send an email to ewrap@asgard.com.au

2. What you need to know about super

Super is a long-term investment and a tax-effective means of saving for retirement that is, in part, compulsory. There are different ways that you and your employer can contribute to your super. While you are working, your employer is, in most cases, required to make contributions to your super, known as Super Guarantee (SG). It may be one of the biggest investments you make in your life. Subject to the terms of your employment, most Australians have the right to choose the fund into which their employer should pay their super contributions. The Australian Government has provided tax savings and other benefits with respect to superannuation.

How super works

Contributing to super

There are several types of super contributions – for example, personal, spouse, and employer contributions, as well as Government contributions. Generally, if you are under 67, your super fund can accept all of these types of contributions. Once you turn 67, some restrictions apply.

There are limits (known as 'caps') on the amount of most contributions that can be made to your super without paying additional tax.

You cannot add to your LifeFocus Private eWRAP Pension account once your pension has commenced, although you can consolidate your benefits and start a new pension. Consolidation of your benefits may have social security implications. We encourage you talk to your financial adviser first before requesting to consolidate your benefits into a new pension account.

Withdrawals – accessing your super

There are restrictions on when you can withdraw your super. Generally, you cannot access your super until you have:

- turned 65, or
- ceased employment after turning 60.

In limited circumstances, you can access your super before you retire, if you meet a condition of release under superannuation law. For example, you may be able to access your super once you have reached age 60 through a transition to retirement pension, even while still working.

The First Home Super Saver Scheme (FHSSS) allows people who are saving for their first home to take advantage of the concessional tax arrangements that apply to the super system. For more information or to apply refer to ato.gov.au.

For more information on contributing to super and accessing your super, see the 'How super works' section of Part 2: Additional Information.

How super is taxed

To encourage superannuation savings, the Government has provided some distinct tax advantages (savings):

- you can invest 'before-tax' income through salary sacrifice arrangements with your employer
- the income on your investment is concessionally taxed, with a maximum tax rate of 15%
- your benefits are tax-free if received after you turn 60.

There are generally three main taxes that apply to super:

- Tax on contributions
  Some, but not all contributions are taxed in LifeFocus Private eWRAP Super at 15%. In addition, if your assessable income and relevant concessionally taxed contributions exceed $250,000 you may need to pay an additional 15% tax (known as Division 293 tax) on some or all of your contributions. If this applies to you the ATO will notify you after the end of the financial year.
- Tax on income within the fund Investment income and capital gains are:
  - taxed at a maximum rate of 15% in LifeFocus Private eWRAP Super account, but the actual rate may be lower;
  - taxed at maximum rate of 15% in LifeFocus Private Pension account if you have a pre- retirement Pension, but the actual rate may be lower;
  - currently tax free in the LifeFocus Private eWRAP Pension account if you do not have a pre- retirement pension.
- Tax on your super benefits
  - If you are at least 60 years old, your lump sum benefits or income payments from LifeFocus Private eWRAP Super/Pension are tax free.
  - If you are aged under 60, see the following table.

Superannuation tax treatment on lump sum payments to you before or from your 60th birthday		
Age	Taxable Component	Tax-Free Component
Under age 60	A rate of 20% plus medicare levy	Nil
60 or Over	Tax-Free	Nil

Pension tax treatment on payments to you before or from your 60th birthday		
Age	Taxable Component	Tax-Free Component
60 or Over	Tax-Free	Nil

How tax amounts due are paid

Tax is deducted from an account when the fund is required to make Pay As You Go (PAYG) Tax Instalments or the annual tax return payment. There are also annual tax adjustments that apply to both super and pension accounts. Any tax owing is also deducted prior to the closure or transfer of your account.

Tax File Number (TFN)

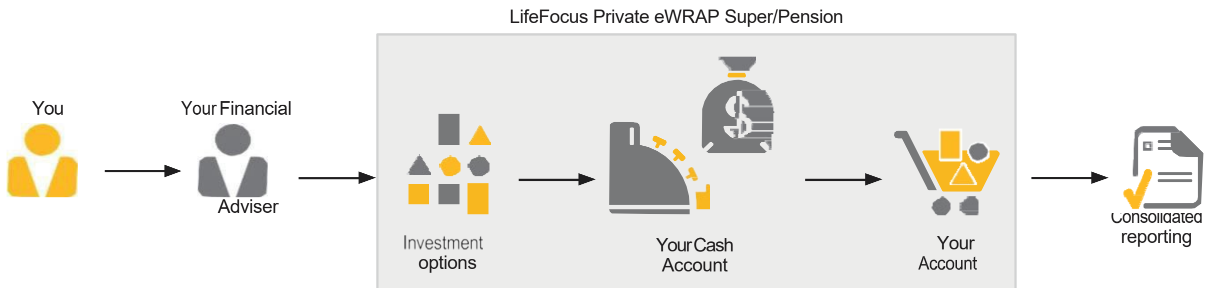
You should provide your TFN when you invest in LifeFocus Private eWRAPSuper/Pension. If you do not provide your TFN:

- You may pay a higher rate of tax on your benefits
- It may be more difficult to locate or consolidate your super benefits in the future or to receive benefits
- We'll be unable to accept after-tax contributions from you
- Higher tax may be paid on your concessional contributions.

This excess may be reclaimed if you provide LifeFocus Private eWrap Super/Pension with your TFN within the same financial year or the following three years.

For more information on how super is taxed, see the 'How super is taxed' section of Part 2: Additional Information.

3. How LifeFocus Private eWRAP Super/Pension works



Your financial adviser

Your financial adviser is integral to your LifeFocus Private eWRAP Super/Pension account. You need to have a financial adviser to open and operate your LifeFocus Private eWRAP Super/Pension account.

Your financial adviser has online access to your account via AdviserNET. Through AdviserNET, your financial adviser can make amendments to your account (i.e. update your personal details (except to provide your Nominated Bank Account details, please refer to 'Your Cash Account' section below for further information), transact on your account (e.g. submitting buy and sell instructions) and generate various types of reports to help you make informed decisions about your super.

Whether your financial adviser can transact or make amendments to your account on AdviserNET without notifying you first depends on the level of authority you grant to your financial adviser.

Authority

You can decide what level of authority your financial adviser holds for operating your account. There are two levels of authority:

1. ***Investor directed authority -*** You must authorise each instruction (transaction or account amendment) in writing before your financial adviser submits it to us online.
2. ***Authority to operate*** - This allows your financial adviser to submit investment instructions to us online and amend your account details on your behalf, without prior authorisation from you. Unless we advise you otherwise, the authority to operate allows your financial adviser to submit all instructions on your behalf except the following instructions:
   - changing the name of your account,
   - funding a payment request,
   - transferring your account from Super to Pension,
   - setting up or increasing the adviser fee(s) to be charged to your account, or
   - in relation to any other matters outlined in these PDS Parts 1, 2 and 3 that may require your personal instruction.

Change of authority or adviser

If you change your financial adviser or cancel your financial adviser's authority to operate, you must tell us immediately. If you change your financial adviser and don't inform us, we'll continue to act on the authority to operate you granted to your previous financial adviser.

Removal of financial adviser from your account

LifeFocus Private eWRAP Super/Pension is designed to be used by you together with your financial adviser. For that reason, you will need to have a financial adviser to open your account and to optimise the account features. If your relationship with your financial adviser ends, you will need to take certain steps. These will generally include notifying us immediately by calling our Customer Relations team and letting us know whether you will be appointing a new financial adviser. If you do not appoint another financial adviser, you will need to manage your account directly. In addition, you will be unable to access a number of account features and functionalities. For more information on the consequences of not having a financial adviser, see 'What will occur if you no longer have a financial adviser' in the 'General information' section of this Part 1.

Investment options

Through LifeFocus Private eWrap Super/Pension, you have access to managed investments, term deposits and listed securities. By diversifying your investments and investing for an appropriate timeframe, you may reduce the risks associated with super.

With the help of your financial adviser, you can quickly and easily change and mix your investments at any time to accommodate your life circumstances or as investment markets change. Together with your financial adviser, you are in control of where your money is invested and you can create the financial strategy that is best suited to your financial needs and goals.

Managed investments

You can choose from an extensive range of managed investments, including investments from the different asset classes of cash, fixed interest, shares or equity, and property as well as multi-sector (diversified) funds managed by some of Australia's leading investment managers.

The List of Available Investment Options specifies the managed investments available through LifeFocus Private eWRAP Super/Pension. You can obtain this list from your financial adviser or by calling our Customer Relations team.

Listed securities

You have access to a broad range of securities listed on the ASX – generally those appearing in the ASX top 300 listed securities by market capitalisation, plus securities approved by us. Please contact your financial adviser for information about the listed securities available through LifeFocus Private eWRAP Super/Pension.

Term deposits

Through LifeFocus Private eWrap Super/Pension, we offer a range of term deposits with differing maturities/ terms and interest payment options. You can learn more about the current terms and rates available from your financial adviser or by calling our Customer Relations team.

Term deposits provide competitive fixed interest rates for a fixed length of time which means that you are protected from any decreases in interest rates during the term of your investment in the term deposit. However, you may not be able to take advantage of interest rate increases should the interest rates rise during the term of your investment.

Term deposits are suitable for members who have an understanding of when they are likely to need to access funds in the future. They are not suitable for anyone who may suddenly need access to any funds in their term deposit.

For information on applicable term deposit terms, conditions and restrictions, please refer to the relevant term deposit product disclosure statement, which you can obtain from your financial adviser or by calling our Customer Relations team.

Transferring investments

If you hold investments within a superannuation fund outside of LifeFocus Private eWRAP Super/Pension, you may be able to transfer these investments into your new LifeFocus Private eWRAP Super/Pension account or existing LifeFocus Private eWRAP Super account (provided that to the extent you wish to transfer the underlying investment in specie, these investments are approved by us) without needing to sell these investments first and then buy them back in your account. You will not only save on transaction fees but will also be protected from market movements. Before doing so, however, you should consult with your professional adviser to determine if there will be any tax or other consequences.

Furthermore, with the help of your financial adviser, you can seamlessly transfer all or some of the investments in your LifeFocus Private eWRAP Super account to a new LifeFocus Private eWRAP Pension account.

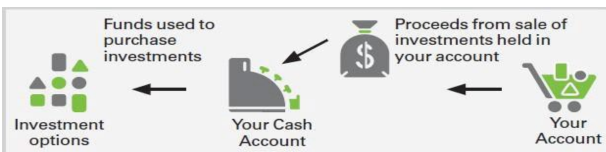
For more information on the investment options, see the 'Your investment options' section of Part 2: Additional Information.

Your Cash Account

When you open a LifeFocus Private eWRAP Super/ Pension account, we will also establish a Cash Account for you.

The Cash Account is the hub of your LifeFocus Private eWRAP Super/Pension account and it allows your financial adviser to easily buy and sell investments on your behalf. This connection between your Cash Account and your investment options makes it easy for you and your financial adviser to quickly respond to changes in the market or your investment needs.

The diagram shows the flow of money in and out of your Cash Account.



- Deposits
- Government contributions
- Tax refunds
- Income

- Withdrawals
- Fees and other costs
- Insurance premium (if applicable)
- Taxes and government changes

You need to provide us with details of a bank account you hold with a financial institution. We refer to this bank account as your 'Nominated Bank Account'. Any direct credit payment via electronic funds transfer (EFT) you make from your Cash Account will be paid into your Nominated Bank Account.

You can amend your Nominated Bank Account by completing the 'Nominated Bank Account addition or amendment' form (available on www.investoronline.info or from our Customer Relations team). You can deposit funds into your Cash Account by cheque, direct debit (either one-off or by establishing a regular deposit plan) and via Bpay®.

If you have a LifeFocus Private eWRAP Pension account, your regular pension payment will be paid into a bank account selected by you. You also have the choice of nominating a monthly, quarterly or yearly payment frequency.

Please note that deposits into your Super account and benefit payments are subject to restrictions under superannuation laws. Refer to the 'How super works' section of Part 2: Additional Information for further information.

Maintaining a minimum balance in your Cash Account

You have to maintain a minimum balance in your Cash Account to pay for transactions such as insurance premiums (if applicable), pension payments, and fees and other costs. The minimum balance applying to your Cash Account is set out in the 'How your account works' section of Part 2: Additional Information. You can monitor your Cash Account balance by regularly checking the details of your account on Investor *Online*.

When your Cash Account balance is close to or less than the minimum, you may wish to deposit additional funds into your account. You can also instruct your financial adviser to sell specific managed investments or listed securities. The sale proceeds will be paid into your Cash Account.

Optional features of your account

LifeFocus Private eWRAP Super/Pension offers a number of optional features to help you and your financial adviser manage your superannuation savings and/or your account more effectively. Some of these features reduce the need to constantly monitor your account and give you greater confidence that your investment strategy is being maintained.

Your financial adviser can help you decide which of these optional features are appropriate for you and set these up on your account

Optional features	Description
Regular deposit plan (Super account only)	Allows you to regularly deposit funds into your Cash Account from a bank account selected by you. You can choose how much you want to deposit, the frequency of your deposits (monthly, quarterly, half-yearly or yearly) and the duration of your plan.
Automatically invest excess cash	Allow you to nominate a required cash balance and automatically invest the excess above this balance on a monthly basis according to a template (model portfolio) or the current value of all managed investments held through your account.
Automatically rebalance your account	Allows you to regularly (quarterly, half-yearly or yearly) rebalance your portfolio according to a template (model portfolio) which you and your financial adviser have agreed to for the investments held in your account.
Regular Buy	Allows you to regularly invest a specified dollar amount from your Cash Account into one or more managed investments at a frequency determined by you.
Regular Sell	Allows you to regularly sell a specified dollar amount from one or more managed investments held in your account at a frequency determined by you. The proceeds from the sale of managed investments are deposited into your Cash Account.
Reinvest income distributions or dividends	You have the option to either keep income distributions from your managed investments in your Cash Account or use the distributions to buy further units in those managed investments. When it comes to listed securities, you can elect to receive dividends as cash or participate in dividend reinvestment plans (DRPs). A DRP election applies across all listed securities held through your account (where a DRP is available).
Online participation in corporate actions	Working with your financial adviser, you can participate in corporate actions (provided those corporate actions are approved by us) quickly and easily, without having to manage this with the share registry. Your financial adviser can submit your election online using AdviserNET.
Death benefit nomination	Generally, death benefits can be paid either as a lump sum or pension (subject to some restrictions). You can nominate who should receive your death benefits in the event of your death. There are three types of nominations available: 1. a valid binding nomination binds us to make a death benefit payment according to your instructions (subject to certain conditions); 2. a discretionary (non-binding) nomination allows you to nominate your preferred beneficiary(ies) but ultimately leaves it to our discretion to decide the amounts and beneficiaries to whom your death benefits are paid; OR 3. an automatic reversionary nomination (pension accounts only) binds us to make the payment of your death benefit as a pension to the eligible beneficiary you nominate (subject to certain conditions). For more information on death benefit nominations, see ‘Death benefit’ in the ‘How your account works’ section in Part 2: Additional Information.

Optional features	Description
Insurance (Super account only)	Protect your lifestyle and investments with life insurance in the event of a personal crisis. The types of insurance cover available through a range of insurers are: • term life or life protection which pays a lump-sum benefit in the event of death or diagnosis of terminal illness. • Total & Permanent Disablement (TPD) which pays a lump-sum benefit if you become totally and permanently disabled. • income protection which provides a regular monthly benefit if you become disabled due to sickness or injury. Insurance premiums are deducted from your Cash Account. For information on the individual policy insurers and/or to access the product disclosure statements of the relevant insurance offering, please contact your financial adviser or call our Customer Relations team. Existing members can also obtain a copy of the relevant product disclosure statement through Investor *Online*. We cannot continue to provide insurance cover to members whose accounts have not received a contribution or rollover for 16 or more months. If you wish to maintain insurance benefits regardless if a contribution has not been received within a 16 month period, please contact us to find out how to make an election to maintain coverage.

Only your financial adviser can set up these features for you.

If your relationship with your financial adviser ends and you do not appoint a new financial adviser you may not be able to access the above features. For more information on the consequences of not having a financial adviser linked to your account, see the 'What will occur if you no longer have a financial adviser' in the 'General information' section of this Part 1.

Consolidated reporting

Regardless of the number of investments you hold through your LifeFocus Private eWRAP Super/Pension account, we provide you with easy-to-read reporting that consolidates all the transactions from the different investment managers, term deposits and listed securities in your portfolio. This makes it easier to compare and analyse how various investments are performing and for your financial adviser to make informed decisions if changes need to be made.

Following the end of each financial year, we'll produce your comprehensive Investor Report providing you with a clear snapshot of all your investments in one easy-to-understand document. This is also available on Investor *Online*.

You can access information on your account anytime and anywhere online, through Investor *Online*. For more information on Investor *Online* and other types of reporting we make available to you, please refer to 'Keeping you informed' in the 'General information' section in this Part 1.

For more information on how LifeFocus Superannuation Fund eWRAP Super/Pension works, see the 'How your account works' section in Part 2: Additional Information.

4. What are the risks?

All investments carry some level of risk, including super. Different strategies may carry different levels of risk depending on the assets that make up the strategy. Generally, investments with the highest long-term returns also carry the highest level of short-term risk. Before investing you should consider the level of risk involved with a particular investment and whether the potential returns justify that risk.

When considering investment in super, it is important to understand that:

- returns are not guaranteed and you may lose some or all of your money
- investment returns can be volatile and may vary – past performance is not a reliable indicator of future performance
- laws affecting your super may change
- the amount of your future super savings may not be enough to adequately provide for your retirement.

  The level of returns will vary, and future returns may differ from past returns. The level of risk you face will vary depending on a rage of factors, including your age, investment timeframes, your risk tolerance, and where other parts of your wealth are invested.

Risks associated with a particular investment option could include (among other things) risks specific to a certain security, market risk, currency risk, interest rate risk, derivatives and gearing risk, alternative investment risk, credit risk, liquidity risk and legal and regulatory risk.

The appropriate level of risk for you will depend on your age and investment timeframe, where other parts of your wealth are invested and how comfortable you are with the possibility of losing some of your super in some years.

A crucial part of your relationship with your financial adviser is working out your own risk/return profile; that is, how much risk you are prepared to take in order to generate the returns you want.

For more information on risks of investing and super, see 'Investing involves risk' in the 'Your investment options' sectionin Part 2: Additional Information.

5. Fees and other costs

CONSUMER ADVISORY WARNING

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 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 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.

Please note that this Consumer Advisory Warning is prescribed by legislation. You cannot negotiate lower fees with the fund.

Fees and other costs

This document shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole.

Other fees, such as activity fees, adviser fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry or exit fees cannot be charged.

Taxes, insurance fees and other costs are set out in another part of this document.

You should read all the information about fees and other costs because it is important to understand their impact on your investment.

The Trustee reserves the right to change any of the fees and costs outside the levels shown without your consent. Generally, you will be given 30 days' notice of any increase in fees.

These figures are inclusive of the net effect of GST and any related GST credits. For more information on how super is taxed refer to section 2 “How super is taxed” in Part 2: Additional Information.

Defined fees – For information regarding the definitions for each type of fee referenced in the Fees and costs summary, refer to the ‘5.***’Additional explanation of fees and other costs’ section in the Part 2***: Additional Information.

Any adviser remuneration is an additional fee which may apply if an adviser is consulted. You will need to agree the fee with your advisor and the fee can be negotiated. The fee chargeable will be outlined in the Statement of Advice including the services that will be provided to you during the following 12-month period.

Please note that ongoing fee arrangements are to be renewed and instructed annually. Your consent will cease to have effect up to 150 days after the anniversary date and you can withdraw your consent, terminate or vary this ongoing fee arrangement at any time by notice in writing to your adviser. After your consent expires, we will no longer able to deduct fees from your account in return for services under your ongoing fee arrangement with your adviser unless you provide a new consent form. Fees paid to your adviser’s dealer group can be structured in the following ways:

1. Flat percentage, specifying a percentage to apply to the total value of your account, or
2. Flat dollar, specifying a flat (fixed) dollar amount, or
3. A combination of 1 and 2.

Fees and costs summary - LifeFocus Private eWRAP Super/Pension		
Ongoing annual fees and costs[1 & 2]		
Type of fee or cost	**Amount**	**How and when paid**
Administration fees and costs	Administration fee is a fee in relation to the administration services provided on your account. This is not related to your financial advice. **Account balance[1]** / **% fee p.a.** First $100,000 — 1.0033 Next $150,000 — 0.8803 Next $500,000 — 0.6958 Next $2,250,000 — 0.5728 Balance over $3million — 0.4100 Plus **Expense Recovery[5]** $26.59 p.a.	Deducted from your Cash Account monthly in areas at the beginning of each month. Where your account is opened during the month, the Administration fee charge to your account will be pro-rated based on the number of days your account has been open in that month. Deducted directly from your Cash Account at the time the expense is applied. Expense recovery is a cost incurred by us and payable to us only. It will not be passed onto your financial adviser, your financial adviser's dealer group or any other parties.
Investment fees and costs[3]	Nil	The Trustee does not charge investment fees and costs. However, the investment managers for the underlying managed investments may charge investments fees and costs. Refer to 'Investment manager fees' in the 'Additional explanation of fees and costs section in Part 2: Additional Information for further details.
Transaction costs	Nil	There are no transactions costs paid by the Fund however transaction costs may be applicable to underlying investments accessible via the Fund. Refer to the relevant product disclosure statement or other disclosure document for fees and other costs that apply to each accessible investment, including managed funds, other unlisted investments and some listed securities.
Member activity related fees and costs		
Buy-sell spread	Nil	The Trustee does not charge a buy/sell spread. However, a buy/sell spread may be charged by the investment managers of the underlying managed investments depending on the managed investments you select. Any buy/sell spread that is charged by an investment manager on a buy or sell of units in managed investments is applied before the unit price is provided to us. The amount you pay for specific managed investments is shown in the product disclosure statement or other disclosure document for each managed investment. Refer to 'Additional explanation of fees and other costs' section in Part 2: Additional Information for further details.
Switching fee	Nil	We do not charge a switching fee, but transaction costs such as buy-sell spread or brokerage fees may apply. Refer to the Additional Information Guide for other fees and costs such as activity fees or to the relevant product disclosure statement of the accessible investment.
Other fees and costs[4]	Refer to 'Additional explanation of fees and other costs' section in Part 2: Additional Information for further details.	

1 If your account balance for a product offered by the superannuation entity is less than $6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.
2 The fees and costs included in this table relate to fees and costs charged by the platform only and do not include fees and costs relating to the underlying accessible financial products available through the platform.
3 Performance Fees might be applicable to the accessible investments if a particular return is achieved. The relevant product disclosure statement should set out information on the performance fee (if applicable).
4 Other fees and costs may apply depending on how you invest, including activity fees, any government levies, and advice fees relating to services provided to you, insurance fees and costs associated with Family Law Act requirements.
5 This is based on 2024 financial year. The exact amount charged to your account will be reported in your periodic Member Report as an expense recovery. We have a discretion in deciding whether to pass on to members all or a portion of the expenses incurred by us. We may exercise our right to charge expense recovery for costs such as government levies, funding the Operational Risk reserve and complying with legislative and prudential requirements. The maximum amount we will pass onto members in any given year is $80 per member.

Combined example of fees and costs for the product and accessible investment (inclusive of the fees and costs of the underlying investment)

Example – Advance Balanced Multi-Blend Fund		Balanceof $50,000
Administration fees and costs	1.0033% (Administration fee) + $26.59 (Expense recovery)	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment **$501.65** in administration fees and costs and **$26.59** regardless of your balance.
Plus Investment fees and costs[1]	0.76% p.a.	And, you will be charged or have deducted from your investment **$380** in investment fees and costs.
Plus Transaction costs[2]	0.03%p.a.	And, you will be charged or have deducted from your investment **$15** in transaction costs
EQUALS Cost of product[3]		If your balance was $50,000, at the beginning of the year, then for that year you will be charged fees and costs of **$923.24** for the superannuation product.

[1]Investment fees and costs include an amount of 0.03% for performance fees charged the fund manager of **Advance Balanced Multi-Blend Fund investment option**. Performance fees for underlying assets are the average of the performance fees accrued over the previous five financial years to 30 June 2023 and are calculated as a percentage of the out-performance of a specific benchmark or other performance hurdle. Refer to the product disclosure statement for the Advance Balanced Multi-Blend Fund investment option for more information about these costs.
[2] This amount is based on the weighted average transaction costs for the Advance Balanced Multi-Blend Fund investment option incurred in the year ended 30 June 2023. Refer to the product disclosure statement for the Advance Balanced Multi-Blend Fund investment option for more information about these costs.
[3]The example set out above is provided by way of illustration, as an example of the total ongoing fees and costs you may incur over a 1-year period in acquiring the investment. This example does not represent the actual fees and costs that you will pay. The actual amount you will pay may vary compared to this example, and will depend on various factors, such as your actual account balance, the investments you hold, the number of times you transact and the fees and costs that apply tother relevant underlying investment(s).

Additional explanation of fees and other costs (more information about fees and costs can be found in Part 2 of the Additional Information Guide)

Fee aggregation

Where you hold more than one LifeFocus Superannuation Fund eWRAP Super/Pension account, we will automatically link these accounts and apply proportionately each of the administration fee scales that are relevant to the aggregated value of managed investments and listed securities held through these accounts. The administration fee that the linking of accounts generates is then compared to the sum of the administration fees payable on each of the individual accounts to determine whether any discount arises from the fee aggregation. The discount (if any) is apportioned across the linked accounts based on the value of managed investments and listed securities held through each account. This is another way we help you lower the cost of managing your investments.

To be eligible for aggregation, the accounts must be registered under the same surname, date of birth, financial adviser and adviser code. There is no limit to the number of accounts that can be linked together for the purpose of fee aggregation.

Adviser remuneration/fees

Our fee structure provides you and your financial adviser with flexibility when determining the fee your financial adviser receives for the financial advice and related services they provide to you in relation to your account. The following payment methods are available for you to select the most appropriate remuneration arrangement with your financial adviser:

- Ongoing adviser fee; and
- One-off adviser fee.

You may agree to one or more of these options. The amounts you specify will be GST inclusive. We are no longer able to claim Reduced Input Tax Credits on adviser fees.

The payment of fees that you agree to pay to your financial adviser in relation to financial product advice or related services that you receive will, subject to our duties as trustee, be facilitated by us in accordance with your directions. Generally, when you consent to us paying these agreed fees to your financial adviser, we will deduct those amounts in the same way (and on the same basis under the Trust Deed) used to deduct the fees you pay to us for administering your account.

Please note that all of the adviser fees are deducted by us and then paid to your financial adviser, or to your financial adviser's dealer group on behalf of your financial adviser. However, we will not deduct any amounts in relation to adviser fees unless you agree, and we do not retain any portion of these adviser fees for our own benefit.

By consenting, in the relevant form, to the deduction and payment of agreed fees to your financial adviser (or to your financial adviser's dealer group on behalf of your financial adviser), you direct us to make those payments to your financial adviser (or to your financial adviser's dealer group on behalf of your financial adviser).

The Trustee reserves the right to contact either you or your financial adviser to confirm that:

- You authorised the deductions to be made from your Account,
- The deductions are consistent with the authorisations and disclosures provided to you by your adviser;
- You've been provided the services for which the fees relate to;
- The adviser fees deducted from your Account only relate to advice and or services relating solely to your superannuation or insurance within superannuation; and
- The fees deducted from your Account for the advice services are in your best interest.

Opting-out from advice

You may at any time opt out of receiving financial advice or related services from your financial adviser and paying your financial adviser ongoing fees by notifying us. We encourage you to talk to your financial adviser first before requesting to change the fees applying to your account. We reserve the right to cease paying to your financial adviser any adviser fees on your behalf on receipt of a written request from either you or your financial adviser.

If you opt out of the ongoing adviser fees paid to your financial adviser, we will generally cease paying the ongoing adviser fees from the beginning of the month in which your request is processed by us. For the Adviser fee – Contributions, we will generally cease paying this from the date in which your request is processed by us. However, if you have instructed us to cease paying adviser fees without terminating or opting out of an ongoing fee arrangement with your financial adviser, then you may still be personally liable to pay the adviser fees as agreed under that arrangement. For information on disclosure of your financial adviser's remuneration, refer to the 'Disclosure of fees and costs received by your financial adviser' section below.

Opting out from advice is not the same as ending your relationship with your financial adviser. This needs to be separately requested (if required). If the relationship with your financial adviser has ended but you do not appoint a new financial adviser, this may have an effect on your account features. For more information, see 'What will occur if you no longer have a financial adviser' in the 'General information' section of this Part 1.

Ongoing adviser fee

An ongoing adviser fee can also be paid to your financial adviser in addition to the administration fee which is payable to the Trustee on a monthly basis in arrears. The ongoing adviser fee amount is calculated on the basis agreed between you and your financial adviser. When you agree on an amount, or basis of calculation, you consent to us deducting and paying this amount from your account each month.

You may select from only one of the following monthly adviser fee options (all advice fees are subject to a minimum account balance requirement of $10,000 before fees can be deducted at the time we accept your Advice Fee Client Consent form):

1. Flat percentage amount – Select a flat percentage between 0% and 2.5% (including GST) to apply to the value of managed investments (including term deposits), listed securities and cash; OR

2. Sliding scale – Specify a sliding scale applicable to the value of managed investments (including term deposits) and listed securities (subject to an aggregate fee of 2.5% including GST of the members account balance); OR

3. Flat dollar amount – Select a flat dollar amount per month subject to a maximum aggregate fee of 2.5% including GST of the members account balance. The flat percentage and sliding scale monthly adviser fee options are calculated based on your account balance (of managed investments, term deposits, listed securities and cash, as applicable) at the end of the previous month.

Ongoing adviser fees are paid monthly in arrears from your Cash Account. Where your account is opened during the month, the ongoing adviser fee charged for the first month will be pro-rated based on the number of days your account was opened in that month.

One-off adviser fee

You can agree with your financial adviser to have a one-off flat dollar fee charged to your account. The one-off adviser fee can be paid to your financial adviser in addition to the administration fee which is payable to us. When you agree on an amount, you consent to us deducting and paying this amount from your account.

The one-off adviser fee can be charged on an ad-hoc basis but is limited to being charged once a month. It is deducted from your Cash Account in arrears at the beginning of the next month or, if applicable, at the time your account is closed. In each case, the one-off fee will only be charged if your total account balance as at the end of the previous month was sufficient to cover the fee amount.

Disclosure of fees and costs received by your financial adviser

Your financial adviser must disclose to you any benefits they receive in relation to your investment, including all fees and costs that you have negotiated with them. See your financial adviser's Financial Services Guide and/or Statement of Advice for further information on these benefits.

If an ongoing fee arrangement exists between you and your financial adviser, your financial adviser will also be required to give you a Fee Disclosure Statement on an annual basis.

It is also your and your financial adviser's responsibility to notify us to cease payment of adviser remuneration or fees in the event that the ongoing fee arrangement is either terminated or is not renewed.

Please note that ongoing fee arrangements are to be renewed and instructed annually. Your consent will cease to have effect up to 150 days after the anniversary date and you can withdraw your consent, terminate or vary this ongoing fee arrangement at any time by notice in writing to your adviser. After your consent expires, we will no longer able to deduct fees from your account in return for services under your ongoing fee arrangement with your adviser unless you provide a new consent form.

Operational Risk Reserve

The Federal Government as part of its Stronger Super reforms introduced a requirement for funds to establish and maintain an Operational Risk Reserve (ORR) to specifically address potential losses arising from operational risks that may affect the Fund's business operations. An operational risk is the risk that a superannuation fund may suffer loss due to inadequate or failed internal processes, people and systems, or from external events. The ORR may be drawn upon to assist in compensating members or the Fund in the event of an operational risk having materialised.

The ORR will be maintained in line with the Fund's ORR policy. However, if there are insufficient funds to maintain the ORR, additional funds may be allocated from an additional fee deduction from members' accounts or via Trustee capital as required

Fees and expenses payable to the Administrator

We may pay a proportion of the administration fees to the Administrator as remuneration for its role as administrator and custodian of the Fund. These fees payable to the Administrator are based on the value of individual investor accounts in a manner similar to our administration fees.

The Administrator may also be entitled to the reimbursement of certain expenses associated with administering the Fund. Any fees and expenses paid to the Administrator are payable from the administration fees and do not represent an additional cost to you above and beyond the administration fees that you pay.

Promoter fee

We may pay a proportion of the administration fees to ACM as remuneration for providing support services to the Fund. Any fees paid to ACM are payable from the administration fees and do not represent an additional cost to you above and beyond the administration fees that you pay.

Fee Changes

The level of fees and costs can change from time to time. The Trustee may introduce new fees or change existing fees at any time. The Trustee will notify you at least 30 days before we introduce new fees, if the changes are materially adverse to you, or if we increase existing fees, other than buy-sell spreads and indirect costs. These changes are available in the Secure Online Portal and you should check for the most up to date information before making any decisions.

Variation of fees and other costs

Subject to the superannuation laws, our ability to charge fees and other costs, including both maximum amounts and the introduction of new fees and other costs, is not restricted under the Trust Deed.

You will, to the extent required by law, receive at least 30 days written notice of any new fees and costs or an increase in current fees and costs.

In the event of any change in tax laws or their interpretation – including changes that affect the rate of GST payable or the input tax credits that we may receive – the amounts deducted from your Cash Account in respect of the fees and costs applied to your LifeFocus Private eWRAP Super/ Pension account may be varied or adjusted to reflect such changes without your consent or further notice to you.

We may – at our discretion and with the consent of the Administrator – either generally or on request from you, your financial adviser or their dealer group reduce or waive any of the fees and costs applying to your account. Any such reduction or waiver of fees and costs will cease to apply and those fees and costs will revert to the unreduced amount on 30 days' notice or without notice if you ceased to be advised by your financial adviser or their dealer group.

We may – at our discretion and with the consent of the Administrator – either generally or on request from you, your financial adviser or their dealer group reduce or waive any of the fees and costs applying to your account. Any such reduction or waiver of fees and costs will cease to apply and those fees and costs will revert to the unreduced amount on 30 days' notice or without notice if you ceased to be advised by your financial adviser or their dealer group.

Managed investments

Investment manager fees may be varied at any time by an investment manager, without notice to you. See the List of Available Investment Options for the full list of investment manager fees.

Details of current fees and costs, including changes to underlying managed investment fees and costs, are available through Investor *Online* (see 'Electronic notifications, eStatements and online communications' in the 'General information' section of this Part 1 for more information about electronic notification).

Before making an investment decision, you should refer to the current investment manager fees applying to your account which are available at any time through Investor *Online* and referring to the List of Available Investment Options and any related updating information that is applicable to your account.

> For more information on additional fees and costs such as performance fees, buy/sell spreads and share brokerage that may apply, see the 'Additional explanation of fees and other costs' section in Part 2: Additional Information.

6. General information

What will occur if you no longer have a financial adviser?

You must have a financial adviser when you open your LifeFocus Private eWRAP Super/Pension account. However, if you wish to end that relationship, you must notify us immediately by taking the steps described below. Alternatively, if we become aware of an event that ends the relationship between you and your financial adviser, we will notify you. In these cases, you can appoint a new financial adviser to manage your account.

We encourage you to have a financial adviser to allow you to access all account features and to enable efficient processing of your investment instructions.

What do you need to do

If you wish to appoint a new financial adviser, you need to complete and return to us a 'Change of Adviser' form.
If you wish to end the relationship with your financial adviser, but will not be appointing a new financial adviser at the same time, you will need to complete a 'Request to remove a financial adviser from an account' form. You can obtain both forms by contacting our Customer Relations team. It is important to complete the relevant form to assist you in managing your adviser fee arrangements and deciding who can access your account.

What happens if you do not appoint a replacement financial adviser

If you do not appoint a new financial adviser, you will assume responsibility for managing your account directly.

Once we process your 'Request to remove a financial adviser from an account' form or, alternatively, after we have notified you that your relationship with your financial adviser has ended, some features of your LifeFocus Private eWRAP Super/Pension account will change (within a period that is appropriate in the circumstances or is required by law). For example, you will be:

- able to provide investment instructions relating to managed investments, term deposits and listed securities but only where you complete and lodge a form with us. The form is available through our Customer Relations team;
- unable to provide us with your corporate action elections,
- unable to access certain account features, including:
  - Automatically invest excess cash
  - Automatically rebalance your account
  - Regular Buy
  - Regular Sell
  - Reinvestment of income distributions.

Keeping you informed

This table summarises how we communicate with you and how you can keep up to date with your account.

Investor *Online*	Access information on your account over the internet anywhere, anytime through Investor *Online* via www.investoronline.info. Once you've received your PIN, log on to Investor *Online* to view your: • account summary, actions and details • portfolio valuation • asset allocation and performance tables • transaction details • insurance details • disclosure documents and forms • Investor Reports and correspondence • Centrelink Schedule (pension only) • latest managed investment product disclosure statements. You can also change your contact details and/or provide us with your TFN through Investor *Online*.
Investor Report	We'll produce an Investor Report after the end of each financial year. The report provides a clear picture of all your investments, including details of your opening and closing balance, transaction history, net income and investment performance. The Investor Report will be available on Investor *Online*.
Annual Report	The Annual Report for each financial year (to 30 June) which details important information for members and contains abridged fund financial statements, will also be available through Investor *Online*.
Annual Pension Review letter and PAYG Payment Summary (Pension accounts only)	Your Annual Pension Review letter advises your pension limits for the coming year. If you receive a payment while you are under 60 years of age during the year, you will also receive a PAYG Payment Summary to help you complete your income tax return.
Customer Relations	Call us on 1800 731 812 or send an email to ewrap@asgard.com.au if you have any queries about your account.

Electronic notifications, eStatements and online communications

eStatements and online communication

You can view your correspondence, including reports, account actions and most letters, in the one secure location on Investor *Online* (www.investoronline.info).

If you choose to receive your correspondence online, instead of by mail, you can:

- save time – receive an eStatement notification email when something new is available
- reduce paper – cut back on storage, clutter and help the environment
- enjoy peace of mind – knowing your reports are stored securely online
- easily access your correspondence – view, download or print anywhere, anytime
- switch back to paper correspondence, free of charge at any time.

You can make the choice to receive correspondence online when completing your Application, by notifying your financial adviser, registering on Investor *Online* or calling us. As important information about your LifeFocus Private eWRAP Super/Pension account may be sent to the email address you nominate in your Application, it's important that you nominate a current and active email address and notify us immediately if the email address you provided to us changes.

Refer to the 'Investor declarations, conditions and acknowledgments' section in Part 2: Additional Information for the terms and conditions applying to eStatements and online communications.

Electronic notifications and updated information

We may provide you with all information, including without limitation any notification, disclosure documents or any other documents for underlying managed investments (Information), required or permitted to be given to you under the *Superannuation Industry (Supervision) Act 1993* (SIS), the Corporations Act or any other relevant law:

- where it is permissible under SIS, the Corporations Act or any other relevant law, via your financial adviser in writing or by email or other forms of electronic communication (including by making it available at Investor *Online*),
- directly:
  - by email (including emails containing a hyper text link)
  - by other forms of electronic communication (including documents containing a hypertext link or by making it available online at Investor *Online*).

When we send you documents

You agree we may give you documents and other communications by any of the methods specified below including by sending them to any address for you, your financial adviser or your representative as nominated by you or that the Administrator reasonably believes is correct. In this case, those documents and other communications are taken to be given if:

- online, when available in the manner set out above
- posted (including a letter containing a reference to a website where the relevant document or other communication can be found), when they would be delivered in the ordinary course of post
- sent by fax, on production of a transmission report
- sent by email (including an email containing a hypertext link to one or more documents), one business day after the email is sent; or
- given personally, when received.

You will also have access to the above information through your financial adviser (if any) and we may choose to send some or all of this information to you.

Cooling-off period

If you change your mind about investing in LifeFocus Private eWRAP Super/Pension, you may redeem your investment from the fund by having your money paid to another complying super fund or retirement savings account or paid directly back to you (if permitted by law, for example, if you have satisfied a condition of release of preserved benefits). This right can be exercised within 14 days after confirmation of your investment or 14 days after the fifth business day after the money has been invested, whichever is earlier.

This cooling-off period only applies to the first contribution made into your account.

You may exercise your cooling-off rights by notifying us in writing within the cooling-off period. You cannot exercise your cooling-off rights in respect of a deposit after you have exercised any other rights or powers you have in respect of that deposit.

The amount returned will reflect any market movements (up or down) in the value of the investment in your account.

We may also deduct any taxes, reasonable transaction and administration costs. In the case of a Pension account we may also deduct any pension payments that have already been made, or any pro- rata pension payments legally required to be made. As a result, the amount returned may be less than your original investment. The sale of any investments required to action the refund may also result in the realisation of a taxable capital gain.

If your money is to be paid to another super fund, or you wish to have the money paid to another super fund, you must nominate that fund to us within one month of your refund request.

If you do not advise us of the complying super fund, retirement savings account or if permitted an approved deposit fund you would like your contribution to be rolled over to, we will roll over your contribution to the Australian Taxation Office (ATO).

We request personal information from you when you apply to become a member of LifeFocus Private eWrap Super/Pension, and from time to time in order to provide LifeFocus Private eWrap Super/Pension to you. If the requested information is not provided, we may not be able to process your application or provide LifeFocus eWrap Super/Pension to you.

Privacy

We are required to comply with the Privacy Act and the Australian Privacy Principles. Information about how we collect, use and disclose your personal information is set out in our Privacy Policy. You should read this before you apply. When you apply, you will be taken to agree to the use and disclosure of your personal information in accordance with Australian Privacy Law.

Complaints resolution

We have arrangements in place for you to make enquiries or complaints about the operation or management of the Fund. The arrangements that we have established are:

Enquiries can be made by telephone to 1800 731 812 or in writing to ewrap@asgard.com.au.

A complaint can be made verbally or in writing and addressed to:

The Complaints Officer, Po Box 7490 Cloisters Square WA 6850

or sent electronically to ewrap@asgard.com.au or by phone on 1800 731 812.

Receipt of a complaint will be acknowledged by the Fund within 24 hours, or as soon as practicable. 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 timeframes prescribed by superannuation legislation.

The Complaints Officer will investigate your complaint and write to inform you of the results of that investigation no later than 45 calendar days after receiving your complaint (unless the complaint relates to a death benefit distribution, in which case the Complaints Officer will respond no later than 45 calendar days after the expiry of the 28 calendar day period for objecting to a proposed death benefit distribution).

For any complaint that is unable to be resolved to your satisfaction, or if you do not receive a response within the prescribed timeframes set out above, the government has established an independent body, the Australian Financial Complaints Authority (AFCA). AFCA's contact details are:

Online at www.afca.org.au by email at info@afca.org.au

by telephone on 1800 931 678 in writing to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

If you have a complaint about financial advice you receive, you should follow the complaint resolution process explained in the Financial Services Guide provided by your financial adviser.

7. Quick reference guide

How do I...	What you need to do
...open a LifeFocus Private eWRAP Super/Pension account?	You need to have a financial adviser in order to open a LifeFocus Private eWRAP Super/Pension account. Before applying, make sure you read Part 1 and Part 2 product disclosure statements. Your financial adviser will be able to help you complete the application form and any other relevant forms, and will submit them online using AdviserNET.
…know when my application is processed?	Upon processing your application, you will receive from us: • Welcome little to confirm your LifeFocus Private eWRAP Super/Pension account details; and • Personal Identification Number (PIN) to access Investor *Online*. For security purposes, we'll send your PIN separately to your welcome letter.
...register to use Investor *Online?*	When we establish a new LifeFocus Superannuation Fund eWRAP Super/Pension account for you, we will automatically register you for Investor *Online*. You can access Investor *Online* via www.investoronline.info. To login, you'll need your LifeFocus Private eWRAP Super/Pension account number (which we will confirm to you after we establish your account) and PIN. We will generally provide your PIN to you within five business days of establishing your account. You can change your PIN at any time through Investor *Online*. **Requesting a new PIN** If you have forgotten your PIN, you may reset your PIN at any time by selecting 'Forgotten PIN' from the Investor *Online* login page.
...make an initial deposit into my Pension account?	**By cheque** Make the cheque payable to 'LifeFocus Private eWRAP Pension Account ('Your name – for example 'LifeFocus Private eWRAP Pension Account (John Smith) – and cross it 'Not negotiable'. The cheque must be accompanied by an application form. You need to mail the cheque and the application form (if not submitted by your financial adviser online via AdviserNET) to: Asgard PO Box 7490 Cloisters Square WA 6850. **By direct debit** If you wish to make your initial deposit by way of direct debit, you need to complete the relevant section of the application form along with the Direct Debit Request form. You can send these forms to us or your financial adviser can submit them for you online using AdviserNET. Each direct debit must be for an amount of at least $100.

How do I...	What you need to do
...make a deposit into my Super account?	**By Cheque** Make the cheque payable to 'LifeFocus Private eWRAP Super Account ('Your name') – for example 'LifeFocus Private eWRAP Super Account (John Smith) – and cross it 'Not negotiable'. The cheque must be accompanied by an application form (if the cheque relates to an initial deposit) or a Contribution Remittance Advice form. You need to mail the cheque and relevant form to: Asgard PO Box 7490 Cloisters Square WA 6850. **By Direct Deposit** If you wish to make your initial deposit by way of direct debit, you need to complete the relevant section of the application form along with the Direct Debit Request form. You can send these forms to us or your financial adviser can submit them for you online using AdviserNET. Each direct debit must be for an amount of at least $100. **BPAY®** To make a deposit using Bpay®, you need to know: • your Customer Reference Number (CRN) • the correct Biller Code. You can find your CRN and the list of Biller Codes on Investor *Online* or by contacting us or your financial adviser. Please note, you cannot make rollovers via BPAY®.
...change my personal details	**Change of address details and TFN** You can easily update your address details and provide us with your TFN or email address (if required) on Investor *Online*. Alternatively, your financial adviser can update these details for you online using AdviserNET. **Change of name** If you need to change the name your account is registered under (for example due to marriage or marriage breakdown), you can do this by completing a Name Correction Request form – available from our Customer Relations team or from your financial adviser – and posting it to: Asgard PO Box 7490 Cloisters Square WA 6850. Along with the form, you will also need to send us a certified copy of a document effecting or proving the name change (e.g a marriage certificate).
...transact and/or set up or change features on my account?	You will need to talk to your financial adviser about doing this, as only your financial adviser can transact and set up or amend features on your account (online via AdviserNET).
...obtain information about my account?	You can obtain information about your account by: • logging into Investor *Online* • contacting your financial adviser • calling us on 1800 731 812 • sending an email to ewrap@asgard.com.au
...apply for life insurance?	Contact your financial adviser to help you determine the life insurance arrangements that are suitable for your circumstances.

Distributed by
Alliance Capital Management Pty Ltd
ABN 29 128 576 072
Level 23, 600 Bourke Street
Melbourne VIC 3000

Trustee
CCSL Limited
ABN 51 104 967 964
AFSL 287084
Level 17, IMB Tower, 60 City Road
Southbank VIC 3006

Administrator and Custodian
Asgard Capital Management Ltd
ABN 92 009 279 592
AFSL 240695

Administrator Customer Relations
1800 731 812

Correspondence
Asgard
PO Box 7490
Cloisters Square WA 6850

LifeFocus Private eWRAP Super/Pension

Product Disclosure Statement
PART 2 – Additional Information

Issue date: 30 September 2024

This LifeFocus Private eWRAP Super/Pension PDS – Part 2: Additional Information (Part 2) has, along with Part 1 of the PDS dated 30 September 2024, been prepared by the trustee of LifeFocus Private eWRAP Super/Pension (eWRAP Super/Pension):

CCSL Ltd (CCSL, we,our,us and the Trustee)
ABN 51 104 967 964
AFSL 287084
RSEL 0000758

The administrator and custodian of eWRAP Super/Pension is:

Asgard Capital Management Ltd (Asgard and the Administrator)
ABN 92 009 279 592
AFSL 240695

Asgard is the subsidiary of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 (Westpac). The Administrator has consented to being named in this PDS.

Updating the information in this PDS

This PDS is up to date as at the time of preparation. From time to time we may change or update information in this PDS that is not materially adverse to your interests (or the change is otherwise permitted under superannuation law), provided we give you a means of finding out about these changes. You can do this by ringing our Customer Relations Team on 1800 731 812 or, if you are an existing investor, you can check Investor Online. You can also obtain a paper copy of the updated information free of charge by contacting your financial adviser or us.

About eWRAP Super/Pension

eWRAP Super/Pension refers to LifeFocus Private eWRAPSuper Account and LifeFocus Private eWRAP Pension Account, both of which are part of the LifeFocus Superannuation Fund ABN 94 579 217 553 (the Fund).

Before applying to invest in eWRAPSuper/Pension, it is important that youconsider all 2 parts of the Product Disclosure Statement (PDS) for eWRAP Super/Pension, and the List of Available Investment Options:

- Part 1: General Information,
- this Part 2: Additional Information, and
- List of Available Investment Options.

The List of Available Investment Options provides a list of investment options available to members. The PDS and the List of Available Investment Options are available free of charge from your financial adviser or by contacting Customer Relations.

General advice warning

The information in this Part 2 is general information only and does not take into account your individual objectives, financial situation or needs. Consequently, before acting on the information, you should consider whether it is appropriate for you in light of your objectives, financial situation or needs.

To obtain advice or more information about eWRAP Super/Pension or the investments and insurance offered through eWRAP Super/Pension, you should speak to your financial adviser.

Investment in eWRAP Private Super/Pension

An investment in eWRAP Private Super/Pension is not a deposit or liability of Westpac or any other company within the Westpac Group. The Super and Pension Accounts and the investments you select are subject to investment risk, including possible delays in repayment and the loss of income and capital invested. The Trustee, Asgard and Westpac (including any other companies within the Westpac Group) do not in any way stand behind or guarantee the capital value, the performance of the specific investments you select, the eWRAP Super account and/or the eWRAP Pension account generally.

Eligibility

eWRAP Super/Pension Private is only available to members who receive this PDS in Australia and have an Australian licensed or authorised adviser who is registered to distribute eWRAP Super/Pension. The Trustee may, at its discretion, refuse to accept applications from particular persons or classes of persons.

What is inside

1. How super works

Super is a long-term investment and a tax-effective means of saving for retirement that is in part, compulsory. There are different ways that you and your employer can contribute to your super. While you're working, your employer is, in most cases, required to make contributions to your super, known as Super Guarantee (SG). It may be one of the biggest investments you make in your life. The Australian Government has provided tax savings and other benefits with respect to superannuation.

Choice of fund

Subject to the terms of your employment, you will likely be able to c a n choose your own super fund for compulsory (SG) contributions, if you are eligible under superannuation law. eWRAP Super accepts SG contributions when you nominate it as your chosen fund with your employer.

If you would like to have your SG contributions paid to your account, you can complete the Choosing Your Super Fund form (within the application Part 2) and submit it to your employer.

Generally, you can choose a fund at any time, but your employer is only obliged to act on your instructions once every 12 months.

If you also want to roll over your other super fund balances, you can complete an eWRAP Super/Pension Transfer Authority form (you need to complete a separate form for each super fund balance). By consolidating all your super into one account, you can stay in control of your super, reduce paperwork and potentially save on fees.

Before transferring your super balance, you should consider the effect it will have on your benefits, including social security implications and any insurance cover you may have in the fund you are transferring from.

Contributions

Are you eligible to contribute?

If you make a contribution and we don't have your TFN, depending on the type of contribution you have made, we are required to either return the contribution within 30 days, or deduct additional tax from the contribution.

To ensure we do not have to return contributions or apply additional tax, please provide your TFN on the application form.

You should provide your TFN when you invest in LifeFocus Private eWRAP Super Account and LifeFocus Private eWRAP Pension Account If you do not provide your TFN you may pay a higher rate of tax on your benefits:

- It may be more difficult to locate or consolidate your super benefits in the future or to receive benefits
- We'll be unable to accept after-tax contributions from you
- Higher tax may be paid on your concessional contributions. This excess may be reclaimed if you provide LifeFocus Private eWrap Super/Pension with your TFN within the same financial year or the following three years.

Contributions to eWRAP Super

Adding to your Super account

You can add to your eWRAP Super account through:

- contributions – money deposited to your super account, e.g. by you, your employer, your spouse or the Government.
- rollovers – benefits you transfer from another complying super fund.

Acceptable contributions

We can accept the following contributions:

From your employer

- If you are eligible under superannuation law, you can generally choose your own super fund for mandated SG contributions. eWRAP Super accepts SG contributions when you nominate eWRAP Super as your fund of choice with your employer.
- You may be able to arrange salary sacrifice contributions from your employer. These are additional employer contributions made from your pre-tax salary.
- Voluntary and other employer contributions. Voluntary employer contributions are those made by an employer in addition to any award or SG requirements, and do not affect your take-home pay like salary sacrifice contributions.

From you

You can personally make the following types of contributions:

- contributions from your after-tax income. In some cases you may be able to claim a personal tax deduction for these contributions
- contributions made from certain amounts arising from the disposal of qualifying small business capital gains tax assets, subject to limits
- contributions from the proceeds of certain payments for personal injury where eligibility conditions are met. The personal injury payment must be in the form of a structured settlement, an order for a personal injury payment, or lump-sum workers compensation payment.

From the Government

If you are eligible, you may receive a government super co-contribution and a low income super tax offset (LISTO) from the Government. For further information on these government contributions including the eligibility criteria, refer to the information found on ato.gov.au.

From your spouse

Your spouse may make contributions to your super, as long as the contribution is paid from an account in the name of your spouse, or a joint account where your spouse is an account holder.

Your spouse includes:

- your husband or wife via marriage.
- a person with whom you are in a relationship that is registered under certain state or territory laws.
- another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

Acceptable rollovers

You can roll over your benefits from other complying super funds into eWRAP Super at any time.

Summary of age restrictions on contribution types

Your eligibility to contribute is based on your age and the type of contribution that you or your employer or spouse wishes to make on your behalf. The following table summarises when contributions can be made:

Your situation	Employer contribution		Other contribution types	
	SG and award	**Salary sacrifice and voluntary**	**Personal[1]**	**Spouse**
You are under age 75	✓	✓	✓	✓
You are aged 75 or older[2]	✓	×	×	×

[1] If eligible, you may be able to claim a tax deduction for your personal contributions. You must complete a 'Notice of intent to claim or vary a deduction for personal super contributions (Personal Tax Deduction Notice)' and receive an acknowledgement from us before claiming personal contributions as a tax deduction in your tax return. Refer to section 2. 'Tax features' for further information.

[2] Other than for SG and Award employer contributions or downsizer contributions, the contribution must be received on or before the day that is 28 days after the end of the month in which you turn 75 (eg if your birthday is in February, the contribution must be received by 28 March).

Additional information for certain contributions

Government contributions

Full information regarding eligibility for Government contributions can be found at www.ato.gov.au.

If you are eligible, the Government pays your contributions after:

- you have provided your TFN to the Fund
- you have lodged your income tax return[1]; and
- the Australian Taxation Office (ATO) has received any additional information that it requires to deem you eligible to receive a government contribution.

Once this has been done, your government contribution is generally paid into your super account within 60 days. The ATO will send you a letter confirming the details of your contribution.

1 You are not required to lodge your tax return in order to receive the low income superannuation tax offset. However, not lodging a tax return may delay the payment of these contributions to your account.

Contributions relating to the small business Capital Gains Tax (CGT) concessions

You may contribute certain proceeds from the disposal of qualifying small business CGT assets. Generally, such a contribution must be made no later than the day you are required to lodge your tax return for the financial year in which the CGT event occurred, or 30 days after the day you received the capital proceeds, whichever is later. Where the capital proceeds are received and contributed in instalments, each instalment is a separate contribution and must be made within the above timeframes.

You must notify us when you make a contribution for which you are electing to use the CGT cap (for all or part of the contribution – refer to 'The contributions caps' in this section) by providing a completed election form, which you can obtain from the ATO. You will need to seek professional advice about whether your contributions qualify to be counted against the CGT cap.

Contributions from certain personal injury settlements or orders

You may contribute certain payments (personal injury contributions), which are exempt from the contributions caps. The personal injury payment must be in the form of a structured settlement, an order for a personal injury payment or a lump-sum workers compensation payment. In addition, two legally qualified medical practitioners must certify that as a result of the injury, you are unlikely to ever be able to be gainfully employed in a capacity for which you are reasonably qualified. You will need to seek professional advice about whether your contributions qualify under these rules.

Once you are satisfied that the contribution qualifies under the rules, the contribution must be made within 90 days of the payment being received or the structured settlement or order coming into effect, whichever is later. You must notify us at the time of making the contribution by providing a completed 'Contributions for personal injury' election form (available from the ATO) that the contribution is a personal injury contribution.

The concessional contributions caps

There is a standard limit of $30,500 per annum on concessional contributions for 2024–25. This applies to people of all age groups.

Contributions that exceed your contributions caps may have additional tax applied to them. Concessional contributions that exceed the cap will count towards the non-concessional contribution cap.

The contribution caps change from time to time. Up-to-date information is available at www.ato.gov.au.

Contributions assessed against your cap include:

- employer contributions, including SG, Award, voluntary and salary sacrifice contributions
- personal tax-deductible contributions (that is, contributions for which you have claimed a personal tax deduction).

Carry forward concessional contributions cap

You are able to carry forward your unused concessional contributions cap from 1 July 2018. The first year in which you can increase your concessional contributions cap by the amount of unused cap is 2019–20, but only if you have a total superannuation balance of less than $500,000 at the end of 30 June in the previous year. Unused amounts are available for a maximum of five years, and will expire after this.

Downsizer contributions

If you are 55 or over and meet the eligibility requirements, you are allowed to contribute up to $300,000 ($600,000 combined for a couple to your superannuation from the proceeds of selling your principal home, provided you have owned the home for at least 10 years.

You will be eligible to make a downsizer contribution if all of the following criteria are met:

- you're 55 or older at the time the contribution is made.
- the contribution must be in respect of the proceeds of the sale of a qualifying property in Australia that either you or your spouse or former spouse owned for at least 10 years up to the date of sale. A qualifying property includes any dwelling in Australia other than a caravan, houseboat or mobile home.
- the property must qualify for the partial or full main residence exemption for CGT purposes (or would have so qualified but for the property being acquired before 20 September 1985.
- you must not have made downsizer contributions from the proceeds of an earlier sale of a main residence.
- the contract of sale for the qualifying property is entered into on or after 1 July 2018,
- you must provide the Trustee with a downsizer contribution form either before or at the time of making your downsizer contribution, and
- generally, the superannuation contribution is made within 90 days of receiving the proceeds of sale.

To make a downsizer contribution you'll need to go to https://www.ato.gov.au/individuals/super/growing-your-super/adding-to-your-super/downsizing-contributions-into-superannuation/

Please complete the form and email us at ewrap@asgard.com.au.

Does a downsizer contribution count towards the contribution caps?

No it will not be counted towards either your concessional or non-concessional contributions caps. This means members with a total superannuation balance of $1.9 million or more additional money to superannuation.

The downsizer contribution must be accompanied by the downsizer contribution form from the ATO, in order for it to not to be counted towards your non concessional contribution cap.

Downsizer contributions will also count towards your $1.9 million transfer balance cap if commencing an income stream and may impact the asset test for the purposes of the Age Pension and other social security payments. Please note that you are not able to claim a personal tax deduction on a downsizer contribution.

For more information refer to:
https://www.ato.gov.au/individuals/super/growing-your-super/adding-to-your-super/downsizing-contributions-into-superannuation/

First home super saver scheme (FHSSS)

Under the FHSSS, eligible voluntary contributions can be made into superannuation that can then be drawn on to help purchase a first home.

First-home buyers who are single are allowed to voluntarily contribute up to $15,000 each financial year (and $50,000 in total) to superannuation for the purposes of a first home deposit. Contributions plus deemed earnings can be withdrawn from 1 July 2018. Couples can both access these contributions for a single deposit.

You are eligible to make a FHSSS contribution on or after 1 July 2017 if the following criteria are met:

- you're 18 or older at the time the contribution is made,
- you've never owned property in Australia (including vacant land or a lease of land, residential, investment or commercial property, and a company title interest) and,
- you haven't accessed the FHSSS before.

Only voluntary contributions, either concessional or non-concessional, made by you or your employer from 1 July 2017 are eligible to be withdrawn.

Voluntary contributions that are able to be accessed under the FHSSS are capped at $15,000 per financial year, and $50,000 in total. This means if an individual makes $20,000 in voluntary contributions in one financial year, only $15,000 of these contributions can be released.

For more information on the FHSS and to apply, refer to ato.gov.au.

Non-concessional contributions cap

Age on the first day of the financial year	Annual cap 2024-2025[1]
Under 67	$120,000, or utilise the bring-forward rule to contribute $360,000 over a three-year period
*Between 67 and 74	$120,000
75 or over	$0 – Non-concessional contributions cannot be made

* individuals aged between 67-74 won't need to satisfy the 'work test' before making non-concessional contributions and salary sacrifice contributions to their superannuation. However, to claim a tax deduction on a personal contribution, individuals still need to satisfy the work test requirement.

[1]The ages reflected in the above table are current at the time of writing. As this may change, refer to ato.gov.au for up to date information on eligible ages and contribution caps that apply.

Contributions assessed against your non-concessional contributions cap include:

- personal contributions for which you are not claiming a tax deduction
- contributions made by your spouse into your account
- contributions made with proceeds from the sale of small business CGT assets that are in excess of the CGT cap.

You are only eligible to bring-forward the next 2 years of contributions if you are under 75 years (67 years for 2021-22, 65 years for 2020–21 and prior years) on 1 July of the first financial year in which your total super balance on 30 June of the previous financial year was less than $1.66 million from 1 July 2024 ($1.48 million from 1 July 2021, and $1.68 million from 1 July 2023).

CGT cap

A contribution made from certain amounts arising from the disposal of qualifying small business C G T assets may count against the CGT cap, provided it is a personal contribution for which no tax deduction is claimed and you provide an ATO election form at the time the contribution is made. There are complex rules regarding which amounts will qualify for contribution under the CGT cap. You should consult a qualified professional adviser to determine whether your contributions qualify for the CGT cap.

Monitoring contributions cap amounts

It is your responsibility to ensure contributions to your super are within your caps. We are required to reject only certain single contributions that are in excess of the Fund cap (as outlined above) but cannot monitor your overall position. If the total of all relevant contributions made for you to all your super funds exceeds your caps, you may have to pay excess contributions tax. Refer to the 'How super is taxed' section in this Part 2 for more information.

The contributions caps may change from time to time. Please speak with your financial adviser or visit the www.ato.gov.au for updated information.

Contributions to eWRAP Pension

You can purchase a pension with:

- unrestricted non-preserved money from your eWRAP Super account.
- rollovers of super benefits classed as unrestricted and non-preserved.
- contributions to which you have immediate access using a condition of release (which may include personal contributions), including contributions relating to small business CGT concessions and contributions from certain personal injury settlements and orders. You must also be eligible to make these contributions. If you intend to claim a tax deduction on your personal contributions, you will first need to deposit these contributions into an eWRAP Super account and give us a personal tax deduction notice in respect of these contributions. Only then can you request to have these amounts transferred to your new eWRAP Pension account. The law does not permit us to accept a personal tax deduction notice once you have commenced a pension.

eWRAP allows you to combine multiple contributions and/or multiple rollovers of super benefits into the one pension account. Once the pension is started, no further contributions can be made to the pension account.

There is a limit on how much you will be able to transfer to superannuation income streams where earnings are tax exempt. This is known as the 'transfer balance cap'. The general transfer balance cap is currently $1.9 million for the 2024/25 financial year, and will be indexed in line with the consumer price index (CPI) each year, rounded down to the nearest $100,000.

You may have a personal transfer balance cap which can differ from the general transfer balance cap due to timing and indexation impacts. Modifications to your transfer balance cap may also apply in certain circumstances including where you have made personal injury contributions to super or if you are a child death benefit beneficiary.

Amounts in excess of your transfer balance cap may need to be removed from your superannuation income stream(s) and may attract additional taxes and charges.

For more information about the transfer balance cap and how it applies to your circumstances, speak with your financial adviser or refer to the ATO website on www.ato.gov.au.

The transfer balance cap does not apply to the LifeFocus Superannuation Fund eWRAP pre- retirement pension. For further information on the LifeFocus Private eWRAP Pre- retirement pension, see the Pre-retirement pension section below.

Pre-retirement pension

Under a pre-retirement pension (also known as a 'transition to retirement' pension), if you have reached age 60 you are able to draw down between a minimum and maximum range of income each year. Earnings within a pre- retirement pension are taxed at a maximum of 15%. Lump sum withdrawals are not allowed unless your benefit has an unrestricted non-preserved component (refer to 'Withdrawals – accessing your super in this section).

The maximum pension income limit for the first financial year is 10% of the purchase price at commencement, and 10% of the account balance on 1 July in each subsequent financial year. The maximum limit for the first year is not proportionately reduced based on the number of days remaining in the financial year.

The minimum level of income that must be taken from this pension each year is calculated as described in the 'Minimum pension income' section on the next page.

Once you turn 65 or notify us that you have met a full condition of release, you cannot maintain your pre-retirement pension account. We will:

- transfer your benefit to a new pension account; and
- close your pre-retirement pension account.

When your benefit is transferred to a new pension account:

- your death benefit nomination will be carried over to your pension account; and
- your balance will be counted towards your transfer balance cap.

If you do not want your pre-retirement pension to be transferred to a new pension account, you will need to provide us with instructions to:

- rollover your benefits to a LifeFocus Superannuation Fund eWRAP Super account or another complying super fund; or
- take a lump sum withdrawal.

These instructions will need to be provided to us in advance of you turning 65 or meeting another full condition of release to provide us with sufficient time to process your instructions.

Pension account

Unless you have a pre-retirement pension, the money in your account is unrestricted and non-preserved, and can be accessed at any time.

Your pension payments are funded (in order) from your:

1. unrestricted non-preserved benefits
2. restricted non-preserved benefits*
3. preserved benefits*.

* *Applicable to pre-retirement pensions only, and subject to you having met a condition of release.*

Under superannuation law, we are required to pay you a certain percentage of your pension account balance as a minimum pension each year (see below). No maximum pension payment applies.

Your minimum pension payment must be taken as income payments. Any lump sum payment you take from your pension account (where eligible) will not count towards the minimum drawdown requirement.

Minimum pension payment

Your minimum pension payment is calculated based on your age using the percentages in the table below. Your minimum payment is calculated for the first financial year by applying the relevant age-based percentage to your initial investment and in subsequent financial years by applying the relevant age-based percentage to your account balance as at 1 July. The result is rounded to the nearest $10.

The below table illustrates the standard minimum pension factors that normally apply.

Age	Percentage of account balance Standard
Under 65	4%
65–74	5%
75–79	6%
80–84	7%
85–89	9%
90–94	11%*
95 or older	14%*

* *For pre-retirement pensions, the maximum pension payment is 10%.*

Pension factors may change from time to time. Up-to-date information is available at www.ato.gov.au.

Due to COVID-19 causing significant losses in financial markets the minimum annual payment required for account based, market-linked and allocated pensions have been reduced by 50% for the 2022/23 financial years. This also applies to pensions that commenced part- way through those years.

We will inform you of your new minimum limit at the start of each financial year. If you do not request an alteration, you will continue to receive the same payments at the same frequency as the previous year, adjusted to satisfy the Government limit (if required) or increased in line with inflation (if so nominated).

(Lump sum withdrawal from pension accounts, known as commutations, do not form part of your annual pension minimum payments).

Withdrawals – accessing your super

Because super is a long-term investment, strict rules apply regarding how and when you can access your money.

You will only have access to your super when you:

- reach age 65
- ceasing gainful employment after reaching age 60
- start a transition to retirement (or pre-retirement) pension after you reach age 60
- become permanently incapacitated
- become temporarily incapacitated (only to allow the payment of income protection insurance benefits received by the Fund)
- are diagnosed with a terminal medical condition
- die (in which case it will be paid to your dependants)
- have been given a release authority by the ATO to pay an amount
- qualify on 'compassionate grounds' as defined under superannuation law
- satisfy severe financial hardship conditions
- if you have been financially affected by COVID-19 (subject to ATO approval)
- had temporary residency that has expired or been cancelled, and you have permanently departed Australia.

Please note that different rules apply to temporary residents accessing their money. Refer to 'Temporary residents' in the 'Other information' section of this Part 2 and the ATO website, www.ato.gov.au, for further information.

Before you make any withdrawal request you should check any tax or social security limitations and implications that may apply. You can find out more by visiting www.dss.gov.au and www.ato.gov.au, or by speaking with your financial adviser.

Generally, you can transfer your super account balance at any time to another complying super fund, or if you have permanently emigrated to New Zealand, to a Kiwi Saver account, subject to some conditions (refer to 'Illiquid/ Suspended Managed Investments' and 'Portability of Super Benefits' in the 'How your account works' section of this Part 2).

You have the right to ask for information to be provided free of charge before requesting a rollover or transfer of your benefits. The information you might need to know includes information relating to fees and costs that may apply to the rollover or transfer, and the effect of the rollover or transfer on your existing entitlements in the Fund. If you do not ask for any additional information, we will assume that you do not require it.

Rules for accessing your super

What are the preservation rules and when can you access your super?

Super is designed so that you cannot access it until you retire or meet another condition of release. In return for tax concessions, the Government has placed restrictions on when you can access your super benefits. These restrictions are known as the preservation rules. You can access your super when:

- you turn 65[1]; or
- you reach age 60 and wish to start a transition to retirement account[1].

After turning 60, if you leave an employment arrangement, you will be able to access your super benefits, even if you decide to go back to work.

You are experiencing financial hardship[1]

If you are having difficulty meeting reasonable and immediate family expenses and you are receiving eligible

Commonwealth income support payments, you may qualify for the early release of your super. To find out about the requirements and apply to have your super released, you'll need to obtain an Early Release Financial Hardship application form from your financial adviser or by calling our Customer Relations team. Existing members can also obtain a copy of the form by accessing Investor *Online*.

Compassionate grounds[1]

You can apply for the early release of your super on compassionate grounds through the Australian Taxation Office (ATO). The ATO may approve the release of your super to cover expenses related to a serious medical condition or to prevent the forced sale of your home by your mortgagee. For more information and to apply for the early release of your super on compassionate grounds, please refer to the ATO website (www.ato.gov.au).

[1] These conditions of release are not available if you are a current or former holder of a temporary visa, unless you are a permanent resident of Australia, or citizen of Australia or New Zealand.

Permanent incapacity

Your super may be released early if you become permanently incapacitated. Permanent incapacity means ill-health (whether physical or mental) is making you unable to engage in gainful employment for which you are reasonably qualified by education, training or experience. To find out what evidence you'll need and to apply for the early release of your super you'll need to complete the Permanent Incapacity Claim form which you can obtain from your financial adviser or by calling Customer Relations.

If you die

Your beneficiaries may have access to your benefits if you die, subject to the Trustee's discretion or any death benefit nomination you make.

Departing Australia Superannuation Payment (DASP)

To qualify for a DASP, you need to have worked in Australia while visiting on an eligible temporary resident visa. Your super can be paid to you once you leave Australia and your temporary resident visa has expired or been cancelled.

You can find more information, including eligibility criteria and how to claim a DASP on the ATO website www.ato.gov.au.

Transfers to a Kiwi Saver account

If you have permanently emigrated to New Zealand, you may be eligible to transfer your superannuation to a Kiwi Saver account under the Trans-Tasman portability scheme. Please note however, we don't currently accept transfers from Kiwi Saver accounts.

2. How super is taxed

Understanding taxation

The information in this section gives a general overview of how super is taxed. We recommend you consult a suitably qualified professional when considering how the tax rules might impact you or your beneficiaries. Additionally, the information and rates in this section change from time to time. Please visit www.ato.gov.au for up-to-date information.

Tax on contributions

There are three types of tax that might apply to contributions:

- contributions tax
- excess contributions tax
- no Tax File Number (TFN) tax.

Contributions tax

Only some contributions and rollovers attract contributions tax, generally at a rate of 15% within eWRAP Super.

The following contributions are subject to contributions tax:

- employer contributions, including SG, Award, salary sacrifice and voluntary employer contributions
- personal after-tax contributions for which you claim a personal tax deduction
- untaxed amounts of super benefits rolled over from untaxed super funds.

Contributions tax will NOT be deducted from the following contributions:

- personal after-tax contributions for which no tax deduction is claimed
- spouse contributions
- rollovers, except where the rollover contains an untaxed element (generally this would only apply to certain rollovers from public sector funds). The untaxed part of any rollover will be subject to tax at a maximum rate of15%
- Government contributions
- a personal injury payment that is in the form of a structured settlement, an order for a personal injury payment or lump-sum workers compensation payment
- contributions made from certain amounts arising from the disposal of qualifying small business CGT assets that are assessed under the CGT cap ($500,000) 2022/23. Visit www.ato.gov.au for further information.

High income earner contributions tax (Division 293 tax)

If you're classified as a high income earner, you may need to pay an additional 15% tax (known as Division 293 tax) on some or all of your contributions. You will be considered to be a high income earner if your 'income' is $250,000 or greater in a financial year. The definition of 'income' for the purposes of this measure includes contributions which have had contributions tax applied to them, unless those contributions are excess concessional contributions. If you're liable for this tax the ATO will notify you after the end of the financial year.
Further information on this tax is available on the ATO website at www.ato.gov.au.

Excess contributions tax – additional tax on contributions that exceed a contributions cap

While you can contribute as much as you like, you may incur additional tax if your contributions exceed your concessional contributions cap and/or your non-concessional contributions cap. Refer to the 'How super works' section in this Part 2 for further details on caps.

If you exceed a contribution cap, generally additional tax applies as follows:

- excess concessional contributions are taxed at your marginal tax rate, less a 15% offset for the tax already paid by the fund. Excess concessional contributions not released from super under the relevant release authority also count against your non-concessional contributions cap and if they exceed this cap, may attract additional tax as excess non-concessional contributions
- excess non-concessional contributions which are not released from super attract tax on the excess non-concessional contributions, resulting in these excess contributions being taxed at the top marginal rate of tax plus Medicare levy
- notional earnings on excess non-concessional contributions which are released from super are taxed at your marginal rate. (The excess non-concessional contributions released are not subject to tax).

In certain circumstances you may be able to lodge an election(s) with the Australian Taxation Office (ATO) to have your excess concessional and/or excess non-concessional contributions (and notional earnings on these) released from super.

The tax consequences will be different depending on whether you leave your excess contributions in super, or you elect to have these released from super. Before making a choice, we suggest you obtain professional advice based on your own circumstances. For further information on the release of excess contributions please refer to www.ato.gov.au.

It is important to remember that there are limits on the amounts of contributions you are able to make without paying additional tax. For further information about these limits, refer to 'The contributions caps' and 'Summary of age restrictions on contribution types' in the 'How Super works' section of this Part 2: Additional Information.

It is your responsibility to ensure contributions to super are within your caps. The Trustee cannot monitor your overall position. If the total of all relevant contributions to any super fund exceeds your contributions cap(s), you may have to pay excess contributions tax.

The above caps may change from time to time. For further information please speak to your financial adviser or refer to the ATO website www.ato.gov.au.

Tax File Number

You should provide your TFN when you invest in LifeFocus Private eWRAP Super Account and LifeFocus Private eWRAP Pension Account If you do not provide your TFN you may pay a higher rate of tax on your benefits:

- It may be more difficult to locate or consolidate your super benefits in the future or to receive benefits

- We'll be unable to accept after-tax contributions from you

- Higher tax may be paid on your concessional contributions

This excess may be reclaimed if you provide LifeFocus Private eWrap Super/Pension with your TFN within the same financial year or the following three years.

Claiming tax deductions for your personal contributions

Generally, you may be eligible to claim a tax deduction for a personal contribution to your super account.

Your eligibility to claim a deduction can be affected by your age and the level of any concessional contributions made by you or on your behalf, such as superannuation guarantee (SG), salary sacrifice or other employer super contributions.

If you are eligible and intend to claim a deduction for some or all of your personal contributions to your Super account, you are required to notify us in an ATO-approved format. Your financial adviser can assist you in completing this notification online using AdviserNET. Before you can claim a deduction in your tax return, we need to accept your valid notice (if we are able to under tax law), and you need to receive an acknowledgement of your notice from us. The applicable contributions tax will be deducted from your account once a notice is accepted.

If you intend on claiming a tax deduction on a personal contribution for the financial year it is important that you send us a valid Personal Tax Deduction Notice prior to 30 June of the next financial year and before:

- you lodge your tax return for the financial year in which the contribution you intend to claim a tax deduction for was made
- you close your account or cease to be a member of the Fund
- we no longer hold the contributions (for example, if a partial rollover or cash withdrawal has been made)
- we begin to pay an income stream to you using any amount of your super benefit
- we receive a request from you to split your contributions with your spouse.
- You may vary an earlier notice in certain circumstances but only to reduce the amount you intend to claim as a tax deduction (including reducing the amount to nil). To vary an earlier notice, you must also notify us in an ATO-approved format (which your adviser can assist you in completing online using AdviserNET). It is important to note that you must generally lodge a variation within the same timeframe as a deduction notice itself, and we will be unable to accept a variation to an earlier notice after any of the above events has occurred.

We suggest that you obtain professional tax advice if you are considering claiming a deduction for your contributions. Further details about the tax treatment of personal deductible contributions are available in this section under 'Contributions tax'.

Tax on exceeding your transfer balance cap

If you exceed your transfer balance cap you may have to remove excess amounts plus excess transfer balance earnings. These earnings will start to accrue until the excess is removed and will be determined by the ATO based on the general interest charge.

You will generally be liable for excess transfer balance taxon earnings accrued. The tax rate on these earnings is 15% for the first breach and 30% for subsequent breaches.
You can remove excess amounts and any associated earnings from your Pension Plan account by transferring them back to a superannuation accumulation account or by taking a lump sum withdrawal. If the ATO provides you with a determination to remove an excess amount from your income stream and you do not, they may direct us to remove this excess amount on your behalf.

If we are directed to withdraw an amount from your Pension account and we are unable to contact you for further instructions, we will transfer the excess amount to your existing LifeFocus Private eWRAP super account. If you do not have an existing Super account, we will establish one on your behalf to facilitate the transfer. You have more time to rectify any excess Transfer Balance Cap amount if they originated from a death benefit income stream.

How tax amounts due are paid - super and pre-retirement pension accounts

1. **Tax on taxable contributions, allowable deductions, investment income and capital gains**
   Tax on taxable contributions, investment income and capital gains (before loss offset) is attributed to your account at a rate of up to 15%. Certain capital gains may be taxed at a discounted rate of 10%. The provisional balance remains invested in your account for your benefit until it's required to be paid to the ATO, or when your account is closed.
   Tax is deducted from the cash balance of your account when the Fund is required to make monthly PAYG Tax Instalments or the annual tax return payment, and may result in a sell down of investments if your cash balance is insufficient at the time of payment. Tax instalments will vary depending on the Fund's total tax position.
   Tax payments reduce the remaining tax provision balance owing on your account or increase the tax provision refund due on your account. Any remaining balance for a particular financial year is deducted or refunded, as applicable, through an annual payment or when you close your account.

2. **Annual tax adjustments (including capital losses and franking credits)**
   If eligible, you may receive an annual tax adjustment if the actual rate of tax on investment income is determined to be less than 15% (including franking credit adjustments) or if you have capital losses which can be offset against capital gains.
   If you close your account before the end of a particular financial year, other than by transferring to a LifeFocus Private Pension, you will not receive the benefit of any tax adjustments relating to that financial year.

3. **Tax on closure of your account**

If you close your account, other than by transferring to an eWRAP Private Pension, all investments will be sold and tax will be applied at 15%, or 10% on the capital gains. A 10% tax credit will be applied for any current year capital losses that can be offset against current year capital gains at the time of closure. All tax provisions owing, including capital gains tax on the realisation, will be deducted from your account prior to closure.

If you close your account before we have finalised the annual tax payment for the prior financial year, you may still be eligible for tax adjustments, including the offset of capital losses that were realised in the previous financial year. These tax adjustments will be allocated to your closed account when the annual tax payment is finalised and you may be contacted for instructions in relation to payment of the balance.

You will not be eligible for the annual tax adjustments which relate to the financial year in which your account is closed, including franking credits, and any additional capital losses that were not able to be offset at the time of closure.

If you close your account by transferring to a LifeFocus Private Pension account, any taxes owing at the time of transfer will be deducted from your account, but you will still be eligible to receive any annual tax adjustments which relate to the current or prior financial years, provided that the pension account remains open. These tax adjustments will be allocated to your closed account when the annual tax payment is finalised, and you may be contacted for instructions in relation to payment of the balance.

How tax amounts due are paid – pension accounts (excluding pre- retirement pensions)

Tax on rollovers, where applicable, for example untaxed elements in a rollover, is provisioned within your account at 15%. The provision is deducted annually or on closure of your account. Eligible clients may also receive an annual refund of tax for franking credits received on dividends or distributions. If you close your account before the end of a particular financial year, you will not receive the benefit of franking credits relating to that financial year.

Summary of tax applicable to super and pension accounts

The table below provides a broad summary of the amounts of tax provisioned on members' accounts for paying tax on contributions and income.

	Super accounts	Pension accounts	Pre-retirement pension	Important notes
Employer contributions	15%[1]	n/a	n/a	Additional tax[2] will be deducted annually if we do not hold a valid TFN as at 30 June.
Personal contributions for which you claim a personal tax deduction	15%[1]	n/a	n/a	
Untaxed component of rollovers received	15%	15%		
Investment income (e.g. distributions, dividends and interest)	15%	Nil	15%	Eligible[3] super and pre-retirement pension clients may receive an annual adjustment if the final rate of tax is less than 15% – for example, due to franking credits. Eligible[3] pension clients may receive an annual refund of franking credits.
Capital gains	15% if the investment is held less than 12 months or 10% if held more than 12 months	Nil	15% if the investment is held less than 12 months or 10% if held more than 12 months	Eligible[3] super and pre-retirement pension clients may receive an annual adjustment for capital losses to the extent the Fund has been able to offset the losses against capital gains in that year. On account closure, members receive a 10% tax credit for any current year capital losses that can that can be offset against current year capital gains at the time of closure.

1 A tax may apply to high income earners. For more information refer to the 'High income earners contributions tax' section in this Part 2: Additional Information.

2 For further information on the additional tax rate, visit www.ato.gov.au or speak with your financial adviser.

3 You will not be eligible for annual tax adjustments, including franking credits and capital losses, if you close your account before 30 June of the relevant year.

Tax on benefits

If you have more than one eWRAP Super account, you should be aware that the Government has introduced measures that may require the Trustee to look at all your accounts when calculating the tax payable on lump-sum cash withdrawals and the tax components of rollovers.
You should discuss your overall tax position with your financial adviser.

Rolling over your super to another fund

There is no lump-sum tax payable when a benefit is rolled out of eWRAP into another complying super fund, or if you use your balance to purchase a pension. However, CGT may be attributed to your account if you have to sell down investments in your account to fund the rollover and/or pension.

Taking a cash lump-sum benefit

Once you are eligible to access your super savings as a lump-sum, any tax we are required to deduct will depend on your age and the tax components within your benefit, as shown in the table below:

Age	Taxable component	Tax-free component
Under age 60	A rate of 20% plus the Medicare Levy	Nil

If you are aged 60 or over, withdrawals from your account are generally tax free.

Tax-free component

Your tax-free component may comprise:

- personal after-tax contributions for which you did not claim a tax deduction
- spouse contributions
- Government co-contributions
- tax-free components rolled over from other funds
- any tax-free amount crystallised as at 1 July 2007 (or at certain trigger events for some pensions). The tax-free component will be a fixed dollar component that will only increase with new after-tax contributions and rollovers containing any of the above elements
- personal injury amounts
- downsizer contributions
- CGT small business amounts

Taxable component

This is the remainder of your balance after the tax-free component has been subtracted.

Different tax rates may apply for temporary residents taking a cash lump-sum super payment. Refer to 'Temporary residents' in the 'Other information' section of this Part 2 and the ATO website (www.ato.gov.au) for further information.

Taking a partial cash withdrawal or rollover

The proportion of tax-free and taxable amounts in your total account balance is determined as at the date of your partial withdrawal. This proportion is then applied to the amount of your partial withdrawal. You will not have the ability to choose the components that make up your partial withdrawal.

Taking a cash lump-sum as a result of disability

If your benefit is a disability super benefit, the tax-free component may be increased by an amount calculated under tax law, potentially reducing the overall amount of tax you will pay under age 60. A disability super benefit is paid to a member because he or she suffers from ill-health (whether physical or mental), and two legally qualified medical practitioners have certified that, because of the ill-health, it is unlikely that the member can ever be gainfully employed in a capacity for which he or she is reasonably qualified by education, experience or training.

Compassionate grounds

You can apply through the Australian Taxation Office (ATO) for the early release of your super on compassionate grounds. This may be to cover expenses related to a serious medical condition or to prevent the forced sale of your home by your mortgagee. Superannuation lump-sum tax applies. For more information and to apply for the early release of your super on compassionate grounds, please refer to the ATO website.

Financial hardship

If you are having difficulty meeting reasonable and immediate family living expenses and are receiving Commonwealth income support payments you may qualify for the early release of your super. Superannuation lump-sum tax applies. To find out all the requirements and apply to have your super released, refer to the Early Release Financial Hardship Application which you can obtain from your financial adviser or by calling Customer Relations. Existing members can also obtain a copy of the Application by accessing Investor *Online*.

Taking a cash lump-sum as a result of a terminal medical condition

A lump-sum super payment will be exempt from tax if the member suffers from a terminal medical condition.

A member will be viewed as suffering from a terminal medical condition if two registered medical practitioners certify that the member suffers from an illness, or has incurred an injury that is likely to result in their death within a period of 24 months (the certification period). One of these certifying practitioners must be a specialist practicing in an area related to the member's injury or illness.

If a member satisfies this condition of release, all benefits that have accrued up to this time become unrestricted and non-preserved. This condition of release also covers the certification period, meaning that any further benefits accrued within the 24-month certification period will also be treated as unrestricted non-preserved benefits.

What if you received a cash lump-sum under another condition of release?

If you received a lump-sum super payment under another condition of release before you knew you had a terminal medical condition, you may be entitled to a refund of the tax withheld.

You will need medical certification stating that you had a terminal medical condition (as outlined above):

- at the time the payment was made, or
- within 90 days of receiving the payment.

If you are applying for a refund after the end of the financial year in which you received the payment, you will need to apply for a refund from the ATO. For more information, visit www.ato.gov.au.

Tax on pension payments

The amounts you use to purchase your pension will consist of two components: tax-free and taxable. A percentage will be calculated for each of these components when you purchase the pension. The tax-free amount of every payment from your eWRAP Pension account will be determined by the tax-free proportion determined at the purchase date.

If you are aged 60 or older, you will pay no tax on any payments made from your pension. You will not need to include any of your payments in your income tax return.

For the tax treatment of lump-sum cash withdrawals, refer to the 'Taking a cash lump-sum benefit' in this section.

If you are under 60 and have not given us your TFN, we are required to deduct PAYG withholding tax on the taxable component of your payments at the highest marginal rate plus the Medicare Levy, unless you have a specific exemption.

Tax payable on death benefits

Death benefits paid as a lump-sum

Death benefits paid as a lump-sum to your dependants (for tax purposes) are tax-free. A dependant for tax purposes includes your spouse or former spouse, your children under 18, a person who was wholly or substantially financially dependent on you at the time of your death, and/or a person with whom you were in an interdependency relationship (refer to ‘Interdependency relationships’ below) at the time of your death.

Death benefits paid as a lump-sum to a non-dependent for tax purposes will be taxed in the following manner:

Component	Tax payable
Tax-free component	Tax-free
Taxable component	Taxed at 15% plus the Medicare Levy
Taxable component (untaxed elements)	Taxed at 30% plus the Medicare Levy

An untaxed element will only arise where the lump-sum death benefit contains insurance proceeds. The amount of the untaxed element is calculated by using a statutory formula. However, tax on the untaxed element will only be payable if the lump-sum is paid to a non-dependant for tax purposes.

Death benefits paid as a lump-sum to your estate are taxed within the estate depending on whether the ultimate beneficiaries are dependants or non-dependants for tax purposes. Your estate is not required to pay the Medicare Levy.

Interdependency relationships

An interdependency relationship is a close personal relationship between two people who live together, where one or both of them provide for the financial and domestic support and personal care of the other. An interdependency relationship may still exist if there is a close personal relationship but the other requirements are not satisfied because of some physical, intellectual or psychiatric disability.

Death benefits paid as a pension

Only your dependants for tax purposes can receive your death benefit as a pension. If either you or your beneficiary are aged 60 or over at the time of your death, all payments made from the pension to your beneficiary will be tax-free. If neither you nor your beneficiary are aged 60 or over at the time of your death, the tax-free component of all payments will be tax-free and the taxable component of all payments will be subject to your beneficiary’s marginal rate of tax plus the Medicare Levy. In addition, your beneficiary will be entitled to a 15% tax offset on this taxable portion.

Where a death benefit is paid to a child, the trustee has the discretion to pay the benefit as a lump-sum and in certain circumstances as a pension. A death benefit can only be paid as a pension to a child of the deceased if the child at the time of death:

- is under the age of 18
- is under the age of 25 and financially dependent on the member, or
- has a disability of the kind described in subsection 8(1) of the Disability Services Act 1986.

The entire pension must be taken as a tax-free lump-sum at or before the child’s 25th birthday, unless the child has a disability as described in the third bullet point above. No partial lump-sums will be possible.

3. Your investment options

Through eWRAP Super/Pension, you have access to managed investments, term deposits and listed securities. By diversifying your investments and investing for an appropriate timeframe, you may reduce the risks associated with investments.

The List of Available Investment Options specifies all the managed investments available through eWRAP Super/Pension. You can obtain a copy of the List of Available Investment Options from your financial adviser or by calling the Customer Relations team.

You can also invest in a range of Australian Securities Exchange (ASX) listed securities including:

- a broad selection of shares in listed Australian companies
- shares in a selection of listed investment companies and exchange traded funds
- units in a selection of listed property trusts.

Investment options

About managed investments

Managed investments (also known as managed funds) give you access to the investment expertise of professional investment teams. Your money is pooled with that of other members, which enables you to invest in a broader range of assets. You have access to hundreds of well-researched managed investments that would not normally be available to you if you were investing as a retail client.

You can choose to invest in a managed investment that concentrates on one particular asset class or structure your managed investments so that you invest in a combination of asset types. The diversification you achieve by investing in a number of managed investments reduces the risk to your portfolio because you are not relying on the performance of one particular asset or asset class.

About listed securities

Listed securities are generally bought and sold on a stock exchange through a broker. The returns from listed securities may include capital growth or loss and, depending on the listed security, income through dividends. Listed securities will generally offer the potential for the highest returns of all asset sectors over the medium to long term. However, listed securities also exhibit the highest fluctuations in values in the short term. The return achieved will be influenced by factors such as company performance and earnings, interest rates and the general economic outlook.

About Term Deposits

Term deposits provide competitive fixed interest rates for a fixed length of time which means that you are protected from any decreases in interest rates during the term of your investment in the term deposit. However, you may not be able to take advantage of interest rate increases should interest rates rise during the term of your investment.

Term deposits are suitable for members who have an understanding of when they are likely to need to access funds in the future. They are not suitable for anyone who may suddenly need access to any funds in their term deposit. Funds typically won't be withdrawn from a term deposit before the term ends.

For information on applicable term deposit terms, conditions and restrictions, please refer to the relevant term deposit product disclosure statement, which you can obtain from your financial adviser or by calling Customer Relations.

How to decide which investments are best for you

Before investing, you need to carefully consider how much of your money you are prepared to risk in order to receive potential gains. Your financial adviser will help you choose the right investment strategy to match your tolerance to risk, investment goals and timeframe. It is recommended that you regularly review your investment strategy with your financial adviser to accommodate changes in your circumstances or market conditions over time.

Before you make any decision in relation to your investments, you must receive a copy of the product disclosure statement or other disclosure document for any new underlying managed investments that contains more detail in relation to these managed investments, unless there is no requirement for such a document to be provided by us in paper form (for example, the relevant information may be able to be provided to you electronically through Investor *Online* or by your financial adviser if permitted by superannuation law) or in another way. You have a right to receive these current disclosure document(s) free of charge from your financial adviser or us. Ask your financial adviser if you have any questions about the relevant managed investments in terms of whether they suit your financial objectives, situation and needs (including about fees and risk/return) before deciding to invest.

Investing involves risk

All investments carry some level of risk, including super. Different strategies may carry different levels of risk depending on the assets that make up the strategy. Generally, investments with the highest long-term returns also carry the highest level of short-term risk. Before investing you should consider the level of risk involved with a particular investment and whether the potential returns justify that risk.

It is important to note that all investments involve varying degrees of risk. There is a multitude of factors beyond the control of members that may affect investment returns, such as:

Risk	Description
Security-specific risk	An investment in – or with exposure to – a company or managed investment may be affected by unexpected changes in that company's or managed investment's operations (due to quality of management, use of technology and so on) or its business environment.
Market risk	Markets are affected by a host of factors including economic and regulatory conditions, market sentiment, political events and environmental and technology issues. These could have a negative effect on the returns of all investments in that market. This may affect investments differently at various times.
Currency risk	If an investment is held in international assets, a rise in the Australian dollar relative to other currencies may negatively impact investment values or returns.
Interest rate risk	Changes in interest rates can have a negative impact, either directly or indirectly, on investment value or returns on all types of assets.
Derivatives and gearing risk	Underlying funds may use derivatives and gearing. The use of derivatives (which may be used to reduce risks and buy investments more effectively) may reduce potential losses and may also reduce potential profits. The use of gearing (borrowing) will magnify the variability of investment return.
Alternative investments risk	Underlying funds may invest in 'alternative investments'. Alternative investments is a category that includes a range of sophisticated investments including hedge funds, venture capital, private equity, leveraged and management buyouts, commodities and futures trading funds. Alternative investments are subject to certain risks that may include periods of large market falls, high volatility or reduced liquidity.
Credit risk	There is always a risk of loss arising from a debtor or other party to a contract failing to meet their obligations. This potentially arises with various securities including derivatives, fixed interest and mortgage securities.
Liquidity risk	Liquidity risk is the risk that an investment may not be easily converted into cash with little or no loss of capital and minimum delay because of either inadequate market depth or disruptions in the marketplace.
Legal and regulatory risk	Changes in domestic and foreign investment and taxation laws may adversely affect your investment. In addition, superannuation law changes frequently, which may affect your ability to access your investments.
Operational risk	eWRAP Super/Pension depends on the integrity of its administration and computer systems. However, there is a risk that these systems may not be available in certain circumstances.
Product risk	eWRAP Pension may not provide a pension for the rest of your life. Payments will only continue until the balance of your account is exhausted.
Insurance risk	You may not take out sufficient insurance to provide adequate cover for you or your beneficiaries, which is known as underinsuring. Your adviser may be able to help you identify the appropriate amount of insurance cover for your circumstances.

You should be aware of these risks when investing and that not all risks can be foreseen.

Understanding asset classes

Choose from an extensive range of managed investments, including investments from the different asset classes of cash, fixed interest, shares and property, as well as multi-sector (diversified) funds managed by some of Australia's leading investment managers. Further information on the various asset classes can be found in this section under 'Categories'.

The managed investments available through your account invest in one or more of the following asset classes:

Asset Class	Classification
Cash Fixed interest	Income
Australian shares International shares	Equity
Property securities	Property

The List of Available Investment Options gives details of the available managed investments that tend to invest exclusively (or almost exclusively) in one of these asset classes. They are grouped into the following three specialist categories: income, equity and property. In addition, there are multi-sector managed investments available, which invest across a range of asset classes.

You have the option to invest in managed investments from each category in order to create a diversified portfolio. Each category offers a choice of managed investments from many of Australia's leading investment managers.

If you would like to know more about the features of a specific managed investment, consult your financial adviser and the relevant product disclosure statement which you can access through Investor *Online*. Or you can obtain a copy of these disclosure documents free of charge and on request from your financial adviser or us.

How we invest your money

eWRAP Super/Pension gives you access to managed investments, term deposits and a broad range of securities listed on the ASX, plus a competitive rate for cash and the flexibility to change and mix your investments as your needs change.

There is no default investment option in eWRAP Super/Pension. If no investment option is nominated in the application process, all funds will remain in your Cash Account until your financial adviser submits an instruction online using AdviserNET as to where the funds are to be invested.

You can obtain a copy of the List of Available Investment Options from your financial adviser or by calling Customer Relations. The Trustee may at its discretion vary the investment options available through LifeFocus Private eWRAP Super/Pension from time to time. Notice will be provided to members affected by those changes

Changing your investments

With eWRAP Super/Pension, you can change your mix of managed investments at any time, quickly and easily, as your needs or investment markets change. With your financial adviser, you choose which managed investments, term deposits and listed securities to buy and sell, and your financial adviser places your investment instructions online using AdviserNET.

Changes to your account may not be implemented in certain circumstances, such as where we are not reasonably satisfied that you have been given or have access to a copy of the current product disclosure statement or other disclosure document for the relevant managed investment, which is not defective or materially adverse.

Consequences of changing your investments

The sale of some or all of your managed investments or listed securities in your eWRAP Super account may result in a capital gain or capital loss that will affect the amount of tax paid and attributed to your account. You may also be charged transaction costs – that is, buy/sell spreads charged by the investment managers. Refer to the 'Additional explanation of fees and other costs' section in this Part 2 for more information.

How we select listed securities

Your account allows you to purchase listed securities that are approved by us; that is, listed securities that appear on the list of available shares. Listed securities on the list of available shares are generally the ASX top 300 shares by market capitalisation, along with a selection of listed investment companies and exchange traded funds. If listed securities are removed from the ASX top 300 shares, we will not force a sell-down of these listed securities; however, you may no longer be able to make any further investment in securities listed outside the ASX top 300.

Different diversification and holding limits apply for listed securities. For further information, refer to 'Restrictions on shareholdings' in the 'How your account works' section of this Part 2.

We review the list of approved shares on a regular basis. We update the list with any changes to the holding limits or eligibility (that is, whether to include or exclude a listed security from the approved shares list) accordingly.

How we select managed investments

We take into consideration the quality of the investment manager's business, stability of its investment team, past performance and investment management process before selecting investment options.

We do not take into account labour standards or environmental, social or ethical considerations in selecting, retaining or realising investments. However, the various investment managers of the managed investments available may have their own policy on the extent to which labour standards or environmental, social or ethical considerations are taken into account when making investment decisions.

For any managed investments available, any such policies will be included in the product disclosure statement for these managed investments. You can obtain a copy of these product disclosure statements without charge on request from your financial adviser or us.

Categories

The managed investments we make available to you through eWRAP Super/Pension are grouped into the following asset classes to make it easier for you and your financial adviser to select the investment that best suits your risk profile and objective:

- Income
- Equity
- Property
- Multi-sector.

For more information on these asset classes, please referto the following tables.

	Income Cash	 Fixed interest
Sub-categories	Cash	Australian Fixed Interest International Fixed Interest Diversified Fixed Interest
Who is this suitable for?	Very conservative or cautious investors seeking the security of capital, or investing for relatively short periods.	Investors seeking a return greater than that available from cash, as well as an income stream. Capital losses may occur over the short term and the level of income may vary from time to time.
What are the investment objectives?	To provide a secure return with a low risk of capital loss over any time period.	To provide a greater return than that available from cash over the suggested investment timeframe.
Suggested timeframe for investment	0–2 years or more	2–3 years or more
Ease of withdrawal	High (except for fixed term deposits for which credit as at the date of this PDS funds cannot be withdrawn before the term ends)	High (except for funds with low investments)
What are the asset allocation ranges? (minimum and maximum)	Cash: 100%	Fixed interest: 0–40% Cash: 60–100%
What else?	Investments are usually spread across short-term securities comprising cash deposits, and fixed Government and bank-backed securities. Individual securities may have a maturity date of up to one year. The average maturity will be less than one year. Fixed term deposit options are available with investment in bank deposits 'locked in' for up to 6 months.	Investments will generally comprise diversified portfolios of Australian and/or international interest securities valued regularly to reflect the underlying asset values. Values can vary as interest rates change. Specifically, the value of investments in this strategy may fall during periods when interest rates are rising. Currency movements may significantly affect returns of international fixed interest investments.

	Equity Australian shares	 International shares	Property Property securities
Sub-categories	Diversified equity Smaller companies Socially responsible equity Specialist equity Hedge funds	Global equity Regional equity Sector specialist equity Socially responsible equity Hedge funds	Property securities Diversified property Direct property
Who is this suitable for?	Investors seeking a long-term investment in a diversified portfolio of Australian shares, who are prepared to accept the prospect of capital losses in the short term.	Investors seeking a long-term investment in a diversified portfolio of global share investments, who are prepared to accept the prospect of capital losses in the short term.	Investors seeking a medium to long-term investment in a diversified portfolio of listed property securities.
What are the investment objectives?	To provide a high relative return over the suggested investment timeframe. A significant proportion of the return from shares is likely to arise from changes capital values. Returns depend on many factors, including company earnings, interest rates and the general economic outlook. However, short-term investments in the Australian share market are subject to volatility.	To provide a high relative return over the suggested timeframe. significant proportion of the return from shares is likely to arise from changes in capital values. Returns depend on many factors, including company earnings, global interest rates and the global economic outlook. Currency movements may significantly affect returns.	To provide a return greater than that expected from A an income strategy over the suggested investment timeframe. Returns are derived from a balance of income in (rental) and capital growth from the underlying properties and property securities. Returns depend on many factors, including property values, interest rates, the economic outlook (particularly inflation) and movements in the share market. These investments also provide access to the benefits of investment in property, offering greater liquidity than unlisted property trusts or direct property investments.

	Equity		Property
	Australian shares	**International shares**	**Property securities**
Suggested timeframe for investment	5–7 years or more	5–7 years or more	3–5 years or more
Ease of withdrawal	High (except for hedge funds)	High (except for hedge funds)	High (except for funds with a portfolio of unlisted direct property)
What are the asset allocation ranges? (minimum and maximum)	Australian shares: 75–100% Cash: 0–25%	International shares: 80–100% Cash: 0–20%	Property: 80–100% Cash: 0–20%
What else?	Investments will generally comprise diversified portfolios of Australian share investments. Investments can be split broadly across all sectors in the Australian share market (diversified equity), those focusing on smaller companies (smaller companies), those that take ethical considerations into account (socially responsible equity) and those that invest in either private equity or tax-advantaged assets (specialist equity).	Investments will generally comprise diversified portfolios of international share investments. Investments can be split between those investing across all world markets (global equity); those focusing on specific regions such as South East Asia, Japan, Europe, North America or emerging markets (regional equity); those focusing on specific themes such as global technology, global health and biotechnology and global resources (sector specialist equity); and those that take ethical considerations into account (socially responsible equity).	Investments will generally comprise diversified portfolios of listed property securities but may also include an unlisted direct property component (diversified property).

	Multi-sector				
	Multi-sector 20	**Multi-sector 40**	**Multi-sector 60**	**Multi-sector 80**	**Multi-sector 100**
Description	Diversified multi-sector funds where growth assets are less than or equal to 20% of total assets.	Diversified multi-sector funds where growth assets are greater than 20% but less than or equal to 40% of total assets.	Diversified multi-sector funds where growth assets are greater than 40% but less than or equal to 60% of total assets.	Diversified multi-sector funds where growth assets are greater than 60% but less than or equal to 80% of total assets.	Diversified multi-sector funds where growth assets are greater than 80% but less than or equal to 100% of total assets.
Who is it suitable for?	Investors seeking a greater return than that available from cash, who are prepared to accept a small exposure to growth assets.	Investors seeking a greater return than that available from cash, who are prepared to accept a modest exposure to growth assets.	Investors seeking a greater return than that available from cash, who are prepared to accept a moderate exposure to growth assets.	Investors seeking a medium- to long-term investment and moderate to high returns, who accept the possibility of a decline in capital values.	Investors seeking a long-term investment with high potential returns, who accept the possibility of a decline in capital values.
What are the investment objectives?	To provide a return greater than that available from defensive assets through a small exposure to growth assets.	To provide a return greater than that available from defensive assets through a modest exposure to growth assets.	To provide a return greater than that available from defensive assets through a small exposure to growth assets.	To provide moderate to high returns within the context of a diversified investment portfolio. This is achieved by significant exposure to growth assets.	To provide high returns within the context of a portfolio invested primarily in Australian and international shares. This is achieved by exposure to growth assets with little or no exposure to defensive assets.
Suggested minimum timeframe for investment	2–3 years or more	2–3 years or more	2–3 years or more	3–5 years or more	5–7 years or more

	Multi-sector Multi-sector 20	Multi-sector 40	Multi-sector 60	Multi-sector 80	Multi-sector 100
What are the asset allocation ranges? (minimum and maximum)	Defensive Cash, Australian interest and international fixed interest: 80–100% Growth Australian shares, international shares and property: 0–20%	Defensive Cash, Australian fixed interest and international fixed interest: 60–80% Growth Australian shares, international hares and property: 20–40%	Defensive Cash, Australian fixed interest and international fixed interest: 40–60% Growth Australian shares, international shares and property: 40–60%	Defensive Cash, Australian fixed interest and international fixed interest: 20–40% Growth Australian shares, international shares and property: 60–80%	Defensive Cash, Australian fixed interest and international fixed interest: 0–20% Growth Australian shares, international shares and property: 80–100%
What else?	Volatility in interest rates may cause the prices of fixed income investments in the strategy to move up and down, affecting the current market value of the strategy.	Volatility in interest rates may cause the prices of fixed income investments in the strategy to move up and down, affecting the current market value of the strategy.	It is possible that the value of the investment may rise or fall depending on the exposure to growth assets, such as shares. Also, volatility in interest rates may cause the prices of fixed income investments in the strategy to move up and down, also affecting the current market value of the strategy.	Growth may be achieved through a significant exposure to shares and/or property. The market value of an investment will rise or fall depending on whether the value of the assets in the portfolio rise or fall. The market value could fall over some periods due to the volatility of prices of the underlying assets.	Growth may be achieved through a significant exposure to shares and/or property. The market value of an investment will rise or fall depending on whether the value of the assets in the portfolio rise or fall. The market value could fall over some periods due to volatility of prices of the underlying assets.

4. How your account works

This section provides information about how your account works. In particular, it outlines information about:

A. Opening your account
B. Your financial adviser
C. Your Cash Account
D. Your Super account
E. Your Pension account
F. Transacting in your account
G. Death benefit
H. Withdrawals and closing your account.

A. Opening your account

The first step when opening your account is to speak with your financial adviser, who will help you to complete the application form and select your investments.

Your financial adviser can submit your application online using AdviserNET.

Your financial adviser will also help you:

- decide what level of authority you will give them to operate your account.
- negotiate the fees they will receive for opening and servicing your account.
- set up your account for share trading and nominate your dividend election if you wish to invest in listed securities through your account.

By opening an eWRAP Super/Pension account, you agree to receive ongoing communications from us electronically via Investor *Online*.

Once we receive your application and set up your account, we will send you:

- a welcome pack to confirm your account details
- a Personal Identification Number (PIN) to access Investor *Online*. For security purposes, we will send your PIN and welcome pack separately.

Once we process your application and receive your initial deposit, you will become a member of eWRAP Super/Pension and we will:

- purchase listed securities (provided your account is set up for share trading), term deposits and managed investments according to any purchase instructions your financial adviser has placed online using AdviserNET
- pay any associated fees from your account.

The Trustee at its discretion may refuse to accept your application.

B. Your financial adviser

Your financial adviser is integral to the operation of your account. All buying and selling of term deposits, managed investments and listed securities must take place through your financial adviser. You cannot trade directly on your account other than in exceptional circumstances.

You can only open an eWRAP Super/Pension account if you have a financial adviser.

You can decide what level of authority your financial adviser holds for sending us instructions for your account. For more information regarding the levels of authority you can grant to your financial adviser and what happens if you change or remove your financial adviser from your account, please refer to Part 1: General Information.

Some of the features described in this section of this Part 2 may not be available to you if you choose to remove your financial adviser from your account. For more information, see 'What will occur if you no longer have a financial adviser' in the 'General information' section of Part 1: General Information.

C. Your Cash Account

When you open an eWRAP Super/Pension account, we also establish a Cash Account for you.

The balances held in the Cash Account are deposited in interest-bearing bank accounts held by the Administrator with St.George and/or Westpac. Your Cash Account balance is recorded at all times by the Administrator as the sum of your interest in each of the underlying bank accounts and will not be affected by money moving between the underlying accounts.

Interest is paid on your Cash Account at a declared rate and will accrue daily and be credited to your Cash Account monthly in arrears.

How the Cash Account works

The Cash Account is the central component of your account. Your Cash Account is used to settle all investment instructions (purchases and sales of managed investments and listed securities and purchases of term deposits). We will also pay income distributions from managed investments, dividends from your listed securities and interest payments from term deposits directly into your Cash Account. All fees, Government charges, insurance premiums, charges, taxes and pension payments (if applicable) are paid from your Cash Account.

The connection between your Cash Account and your investment options makes it easy for you and your financial adviser to quickly respond to changes in the market or your investment needs.

All amounts credited to your Cash Account will remain in your Cash Account:

- until we receive investment instructions from your financial adviser
- until we deduct fees and other costs
- unless you have elected to automatically invest excess cash
- unless you have, through your financial adviser, elected to auto-rebalance your account to a template, or
- until you make a withdrawal or close your account.

Maintaining a minimum balance in your Cash Account

You must maintain a minimum balance in your Cash Account to pay for transactions such as insurance premiums, pension payments, fees and other costs. You can monitor your Cash Account balance by regularly checking the details of your account on Investor *Online*.

The minimum balance is different for a Super account and Pension account as detailed in the table below.

Account balance*	Minimum cash balance – Super account	Minimum cash balance – Pension account
$0 – $100,000	$2,000	$4,000
$100,001 – $500,000	2% of account value	4% of account value
Above $500,000	$10,000	$20,000

* eWRAP Super/Pension account value includes cash held in the Cash Account.

When we make some payments from your Cash Account (such as tax payments), your Cash Account balance may become negative for short periods of time. Refer to ‘Negative cash balance’ in this section for further information.

When your Cash Account balance is close to or less than the minimum, you may wish to deposit additional funds into your account by way of additional contributions. You can also instruct your financial adviser to sell specific managed investments or listed securities online using AdviserNET. The sale proceeds will be paid into your Cash Account.

If the balance of your Cash Account is close to zero or about to become negative, we may sell managed investments to top up your Cash Account to the minimum balance using the Priority Sell or Default Sell method.

Priority Sell method

You can nominate a standing Priority Sell instruction on your managed investments, specifying the order in which your managed investments will be automatically sold.

Example

John's eWRAP Super account value is $400,000 and the balance in his Cash Account is nil ($8,000 below the required 2 % minimum). A fee of $200 is about to be deducted from John's account.

John has instructed us to sell managed investment A, followed by managed investment B to restore his Cash account balance to the minimum $8,000 required and to fund the outstanding fee of $200. Managed investment A has a value of $5,000 and Managed investment B has a value of $10,000. To restore the Cash Account balance, we will sell all of managed investment A ($5,000) and some of managed investment B ($3,200).

Default Sell method

We use the Default Sell method if we have not received any Priority Sell instructions from you, or if the net value of managed investments you nominated under the Priority Sell instruction are insufficient. Under the default sell method, we will endeavor to sell your managed investments in proportion to their estimated current value, subject to price and market changes that may occur during the selling process.

If we have sold all your managed investments and your Cash Account balance is still less than the required level, we may sell down your listed securities, starting with your shareholding of the highest value, until we have the required amount.

Example

The balance in Paula's Cash Account is $8,000 below the required minimum. A fee of $300 is about to be deducted from Paula's account.

Eighty per cent of her account value is in managed investment A and 20 per cent is in managed investment B. There is no priority sell instruction in place.

Using the default sell method, we will restore Paula's Cash Account balance and fund the outstanding fee by selling from each managed investment proportionately as follows:

Managed investment A: 80% of $8,300	= $6,640
Managed investment B: 20% of $8,300	= $1,660
Total	= $8,300

Negative cash balance

If your Cash Account balance becomes negative at any time, we charge interest on the negative amount at the same rate as interest paid on your positive cash balance. We may then sell managed investments from your account (using one of the methods described in the 'Maintaining a minimum balance in your Cash Account' section above) to top up your cash balance to the minimum balance required and recoup the interest charged.

Automatically invest excess cash

To help you manage your Cash Account balance, you and your financial adviser can select a minimum and/or maximum target Cash Account balance. You can select this as either a dollar or a percentage value of your account balance. The automatic cash management process is run monthly. If your Cash Account balance exceeds your specified maximum, we will automatically invest the excess balance according to your instructions. Automatic cash management can only be established and maintained online using AdviserNET by your financial adviser.

D. Your super account

How to deposit funds into your Super account	
Type	**How?**
Contribution	• Direct debit – one-off or by setting up a regular deposit plan from a bank account selected by you • Bpay® • SuperStream through your employer • Forwarding to us your super guarantee notification or other notice of entitlement to superannuation guarantee shortfall payments* • Receipt of payments directly from the ATO (for example, Government contributions) To make a contribution into your Super account, you must meet certain conditions. The contribution acceptance rules are outlined in the 'How super works' section of this Part 2.
Rollover from a complying superannuation fund	• Electronic funds transfer (EFT) from another superannuation fund • In-specie transfer of managed investments and/or listed securities held through a non-eWRAP Super/Pension account • Transferring investments held through an existing eWRAP Super account (also referred to as an internal transfer) If you would like us to facilitate the rollover on your behalf, we will need you to complete the Transfer Authority form in the application booklet.

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** These types of contributions are credited to your eWRAP Super account after they are processed by the ATO, which may take some time.*

Contributions limits/caps

It is important to remember that there are limits on the amount of contributions you are able to make without paying additional tax. For information about these limits, refer to the 'How super works' section in this Part 2: Additional Information.

Contributions splitting

You are able to split super contributions with your spouse as allowed under superannuation law. Your financial adviser can discuss whether splitting contributions will meet your needs. Full details about how to split contributions with your spouse are available on the Super Contributions Splitting Application form, which is available from your financial adviser. We do not currently charge a fee for processing a Contributions Splitting Application form, but we reserve the right to charge a fee for this service in the future.

Deposit methods

SuperStream

SuperStream is the way businesses must pay employee superannuation guarantee contributions to super funds. With SuperStream money and data are sent electronically in a standard format.

BPAY®

BPAY® is an electronic funds transfer payment method, initiated by you, from your bank account to your eWRAP Super account. By using the convenience of phone or Internet banking, BPAY® allows you to transfer funds to your eWRAP Super account. When you receive notification that your account has been opened, you will be provided with your unique BPAY® Reference Number. We use this to identify your account when you make a deposit via BPAY®.

You can also find this information on Investor *Online* via the Account Details screen or your financial adviser can provide you with the number.

The Biller Codes for making a contribution to your eWRAP Super account via Bpay® vary depending on the type of contribution you are making. You can access the relevant Biller Codes on Investor *Online* or by calling Customer Relations.

By using a Biller Code to make a Bpay® deposit, you acknowledge that you have received the product disclosure statement for the managed investments in your account and agree to receive product disclosure statements (including information about significant events or matters affecting them) online via Investor *Online*. You can access these documents via the 'PDSs' menu option on Investor *Online*.

All financial institutions enforce daily Bpay® transfer limits and timings. You will need to check with your financial institution to obtain the daily transaction limit for your bank account.

One-off direct debit

You can make a personal contribution from a bank account selected by you into your eWRAP Super account. If you wish to make your initial deposit by way of direct debit, you need to complete the relevant section of the eWRAP Super Application along with the Direct Debit Request form. You can send these forms to us or your financial adviser can submit them for you online using AdviserNET. Your financial adviser can also submit additional one-off direct debit requests on your behalf on AdviserNET.

Please note that we can only action one direct debit request a day. If, on the same day, your financial adviser submits multiple one-off direct debit requests online using AdviserNET, we will only action the final direct debit instruction.

Regular direct debit or deposit plan

If you want a more disciplined approach to saving for your retirement and provided you are eligible, you can set up a regular deposit plan and make regular payments from a bank account selected by you by direct debit. Your financial adviser can establish and manage this for you online using AdviserNET.

With the regular deposit plan you choose:

- how much you want to deposit on a regular basis
- the frequency of your deposits (monthly, quarterly, half-yearly or annually)
- the duration of your plan.

You can view the details of your regular deposit plan on the Account Details screen on Investor *Online*.

Where funds are not available for your regular deposit plan and we have bought managed investments on your behalf, we will reverse these transactions within a reasonable amount of time. This may result in a buy/sell spread that may negatively affect your account balance. We will not be held liable for transactions that occur in these instances.

You can only have one external bank account registered for all direct debits (including one-off and regular direct debits) at any time. You can have a one-off direct debit and a regular direct debit scheduled for the same day as long as you use the same external bank account for both debits.

In-specie transfer of investments into your account

You can transfer managed investments and/or listed securities (investments) into your new eWRAP Super/Pension account or existing eWRAP Super account, provided those investments:

- appear on our List of Available Investment Options and/or list of available shares (available from your financial adviser or by calling Customer Relations) and
- are transferred from another complying superannuation fund or self-managed super fund (SMSF) in the form of a rollover.

We are unable to accept transfers of investments in the form of superannuation contributions and we are unable to transfer investments out of your eWRAP Super/Pension account.

A request from you to transfer investments will (if and when accepted by us) result in a change in beneficial owner ship and will trigger a CGT event in the superannuation fund from which the investments are transferred. Any capital gains/losses incurred as a result of the transfer cannot be transferred to your eWRAP Super/Pension account. We are not responsible for reporting, paying or calculating any tax liability that may arise, so you should seek independent advice before requesting the transfer.

The transferred investments will initially be consolidated in a Super account (Consolidation account) until all of the investments have been transferred and we have received the final Rollover Benefit Statement. During this time, the superannuation benefits will be treated as preserved, comprising entirely of a taxable component. When we receive the final Rollover Benefit Statement, the entire account balance of the Consolidation account will be transferred to your eWRAP Super or eWRAP Pension account (as applicable) and the benefits will be updated to reflect the correct tax and preservation components.

The Consolidation account will operate as a standard eWRAP Super account. We cannot transfer assets to your eWRAP Pension account while transactions are pending. The fees and other costs outlined in the PDS will apply while the investments are in the Consolidation account.

Should the balance of the Cash Account in the Consolidation account fall below the minimum required balance, we will not sell investments to top up the Cash Account. To avoid the Cash Account balance becoming negative when fees and costs are deducted, we recommend you deposit $1,000 into the Cash Account of the Consolidation Account.

Internal transfer of investments into your account

You can nominate to transfer all or part of your existing eWRAP Super account into a new eWRAP Super account on the application form, or your financial adviser can do this for you online using AdviserNET. Generally we can transfer your existing super investments into a new eWRAP Super account without selling them down first, which means there is no disposal for CGT purposes and no charges associated with buying and selling investments.

E. Your Pension account

Generally, you can only deposit a single rollover to your Pension account to commence your pension. If you have multiple Super accounts and/or you have other super savings with another fund and you only want to receive a single pension, you will need to make sure you 'aggregate' (combine) all your super funds (and any other money you want to pay in) into a single super fund to enable the transfer of a single rollover to your Pension account. Contact your financial adviser for further details.

How to deposit funds into your pension account

Type	
Contribution into your accumulation account. (prior to commencing the Pension account)	• Direct debit • Bpay® • SuperStream
Rollover	• SuperStream • EFT from another superannuation fund • In-specie transfer of managed investments and/or listed securities held through a non- eWRAP Super/Pension account • Transferring managed investments and/or listed securities held through an existing eWRAP Super/Pension account (also referred to as internal transfer) If you would like us to facilitate the rollover on your behalf, we will need you to complete the Transfer Authority form in the application Part 2.

Aggregating rollovers and contributions

You can use your existing eWRAP Super account, or we will set up a temporary eWRAP Super account for you, to aggregate multiple rollovers and contributions (refer to the 'How super works' section in this Part 2: Additional Information to confirm you are eligible to make a contribution) prior to opening your eWRAP Pension account. By completing and signing the application form, you authorise us to set up a temporary eWRAP Super account for you (if necessary) and to operate this account on the same terms and conditions as for an eWRAP Super account outlined in the PDS. To give you time to complete the aggregation, you can delay your pension start date by up to three months. We will hold all rollovers and contributions in your eWRAP Super account and then transfer the combined funds as a single rollover to your Pension account on the pension start date nominated by you. If you do not nominate your start date we will transfer once all rollovers noted in your application are received and there are no pending transactions on your eWRAP Super account.

If you are using a Super account to aggregate pre–July 1994 pensions and/or annuities, please note this will result in a loss of the tax status of these pensions or annuities. We recommend you carefully consult with your financial adviser when proposing to roll over pre–July 1994 pensions.

Our standard fees and other costs will apply while the rollovers and contributions are being aggregated in the eWRAP Super account.

You may receive funds into your eWRAP Super account after your eWRAP Pension account has already started. For further information on what happens to these funds, refer to 'Funds received after your pension has started' in this section.

Deposit methods

In-specie transfer of investments into your Pension account

You can transfer managed investments and/or listed securities (investments) into your new eWRAP Pension account. For more information, refer to 'In-specie transfer of investments into your account' in the 'Your super account' section above.

The transferred investments will initially be consolidated in a Super account (Consolidation account) that operates as a standard eWRAP Super account. As such, the investments to be transferred into a new eWRAP Pension account will need to appear on the List of Available Investment Options and/or list of available shares for both eWRAP Super and eWRAP Pension, before we can process the transfer.

Internal transfer of investments into your account

Generally, you can transfer investments held through an existing eWRAP Super/Pension account into a new eWRAP Pension account without needing to sell these investments first, which means there is no disposal for CGT purposes (Super only) and no charges associated with buying and selling investments.

The options for transferring from an existing Super/Pension account to a new eWRAP Pension account are shown in the table below.

Full asset transfer	Transfer your total Super or Pension account balance to a single Pension account by completing the relevant section in the eWRAP Pension Application form. Alternatively, your financial adviser can complete this for you on AdviserNET.
Partial asset transfer	Transfer part of your Super or Pension account to a single Pension account. This allows you and your financial adviser to choose which managed investments and listed securities you want to transfer. You can nominate a dollar amount or an entire holding in a managed investment, but we can only transfer an entire shareholding, we cannot transfer part of your listed securities. This instruction can only be submitted by your financial adviser on AdviserNET.

Funds received after your pension has started

Amounts under $500

If we receive a rollover from another super provider without any instructions from you and the credit amount is less than $500 (or such other amount as we may determine from time to time), you authorise us to return it to the super fund that paid it. You will need to contact the other super fund about accessing this money.

If investment income or other amounts (including any tax credits) of less than $200 are credited to your super account after it has been closed and the balance transferred to your pension account, you authorise us to pay it to you (unless your account was transferred to a pre-retirement pension, in which case we will seek further instructions from your financial adviser) provided your employment has been terminated.

Amounts over $500

If you have rollovers and credits over $500 (or such other amount as we may determine from time to time), you authorise us to take instructions from your financial adviser. There are three options for these amounts:

- We pay the credit amount to you, unless your account was transferred to a pre-retirement pension, in which case funds can be deposited into your Super account.
- We transfer the credit amount to another Pension account, which means you will receive more than one pension.
- We follow the 'single pension commutation process' so that you can receive a single pension. This involves:
  1. transferring your Pension account balance (without selling investments) to a new Pension account
  2. adding any other money (either rollovers or contributions) to the new Pension account on the same day as the transfer. If the additional money is a contribution that you are eligible to make, we will have aggregated the funds in your Super account first, and
  3. commencing a new Pension account.

Please note that the commencement of a new pension account may have social security implications.

If we need to open a new Super account and/or a new Pension account for you, you authorise us (if the law permits) to use the application for your existing Pension account. Our standard fees and charges will apply to the eWRAP Super or Pension account opened for you. Your financial adviser can recommend the best option for your circumstances.

Pension payments

Pension payments from your Pension account will be funded from your Cash Account. If there is not enough money in your Cash Account, we may sell managed investments held through your account using either the Priority Sell method, (if instructions exist) or Default Sell method. Alternatively, we may force your Cash Account balance to become negative in which case you will incur negative interest charges. Refer to 'Your Cash Account' in this section for further information. If we need to sell more than 95% of an investment to meet a pension payment, we will sell the entire asset.

Under superannuation law, we are required to pay you a certain percentage of your pension account balance as a minimum pension each year. There is no maximum that applies (other than to pre-retirement pension).

When your pension starts, we calculate your pension minimum for that year on a pro-rata basis. If your pension commences in the last month of the financial year, between 1 June and 30 June, you will not receive a pension payment for that financial year unless you request to receive one. Otherwise, your pension minimum is calculated on the first day of each financial year (1 July).

We will write to you each year to inform you of your pension minimum or you can check it on the Pension Details screen on Investor *Online*. Your financial adviser can also tell you what your limit will be.

You can adjust the amount of your payments at any time. To do this, simply contact your financial adviser.

Your pension payments are funded (in order) from your:

1. unrestricted non-preserved benefits
2. restricted non-preserved benefits*
3. preserved benefits*.

** Applicable to pre-retirement pensions only and subject to you having met a condition of release.*

Pension payments are subject to different income tax rates depending on your circumstances. For more information, see 'How super is taxed' in this Part 2, or speak to your financial adviser.

Choose your payment period

We will pay your pension directly into your bank account on or around the 20th of the month.

You can choose to receive your pension payments:

- monthly
- quarterly – in March, June, September and December
- annually – in June.

You can change the frequency of your pension payments at any time – simply contact your financial adviser.

F. Transacting in your account

Term deposits

A range of term deposits are offered through eWRAP Super/Pension with a selection of interest rates and terms. Your financial adviser can instruct us using AdviserNET to purchase term deposits on your behalf.

At maturity, the proceeds from the term deposit (including interest payments) are paid into your Cash Account. We will aim to notify your financial adviser a few weeks before your term deposit is due to mature. Please note that funds cannot be withdrawn from a term deposit under any circumstance before the term ends.

For information on applicable term deposit terms, conditions and restrictions, please refer to the relevant term deposit product disclosure statement, which you can obtain from your financial adviser, from Investor *Online* or by calling Customer Relations.

Investment limits

The minimum buy amount is $100 per term deposit. There is no maximum investment amount applying to term deposits in eWRAP Super. In eWRAP Pension, you can only invest a maximum of 70% of your account in term deposits. This restriction is in place to ensure you have sufficient liquid investments in your account to fund regular pension payments.

Managed investments

Buying managed investments

We can only accept investment instructions submitted to us by your financial adviser on AdviserNET. Your investment instructions will generally be placed with the investment manager on the following business day (a weekday on which banks and the ASX are open for business in Sydney).

The minimum buy amount is $100 per managed investment each time a buy instruction is submitted. This applies to both one-off buys and regular buys.

The List of Available Investment Options is available from your financial adviser or Customer Relations. Before you instruct your financial adviser to submit an instruction to buy managed investments, you must receive a product disclosure statement for the managed investments you are purchasing. These product disclosure statements are available from your financial adviser, or existing members can access them through the PDS link on Investor *Online*.

If you instruct us to buy a managed investment and there is a pending transaction in place (such as a previous purchase or sale request), we will not place the investment instruction with the investment manager until the pending transaction has cleared.

What happens if there are insufficient funds in your Cash Account?

We cannot process your investment instructions if there are insufficient funds in your Cash Account. In that event, we will check the balance in your Cash Account each day until the expiry date set for the buy instruction.

The expiry date for your managed investment instructions will automatically default to 28 days (your financial adviser can decrease it to a minimum of zero days or increase it to a maximum of 56 days). If sufficient funds become available before an expiry date, we will automatically place your buy instructions with the investment manager(s).

We record instructions to buy managed investments in order of date. Where you have a number of outstanding instructions, we will process them in the order of the oldest transaction first and then in descending amount order as sufficient cash becomes available in your Cash Account, which means the instructions may not necessarily be processed in the order in which they were placed.

Regular buy

Your financial adviser can arrange a regular buy of a dollar amount of one or more managed investments held through your account. We will fund regular buys through your Cash Account. Your financial adviser will help you nominate the:

- amount
- start date
- frequency
- optional end date.

The regular buy instruction will be initiated on the nominated date (or the following business day if the nominated date falls on a non-business day). If there are insufficient funds in your Cash Account at the time the regular buy is to occur, the regular buy instruction will fail and your financial adviser will be notified. You will also be notified of a regular buy instruction failure when you log on to Investor *Online* and click the 'Account Actions' menu. AdviserNET will initiate the regular buy instruction again on the next nominated date for the original nominated amount.

Your financial adviser can amend or cancel your regular buy at any time using AdviserNET.

When a regular buy instruction is set up on your account, you acknowledge and agree that when we make further investments on your behalf into a managed investment in which you already have an investment, you may not have received:

- the current product disclosure statement for the managed investment, or
- information about material changes and significant events that affect the managed investment (that the responsible entity of the managed investment is required to give a person who acquired an interest in the managed investment directly, unless exceptions apply).

Communications from investment managers

All investments purchased through your account are held in the Administrator's name, as custodian, which means that the Administrator receives all investment communications including annual reports and financial statements.

Because all investments are held in the Administrator's name, you forgo direct voting rights and generally will not be able to attend investor meetings. Also, income from your investments will be paid into your Cash Account and you will not have access to any distribution reinvestment programs.

Valuations

The managed investments in your account are generally valued daily by investment managers and we record and use the valuations that they provide for reporting and other purposes. Refer to the individual managed investment product disclosure statement for details on unit pricing.

The Portfolio Valuation screen on Investor *Online* shows the most current valuations on your account.

Income distributions

Income distributions from managed investments will be credited to your Cash Account. You may choose to keep them as cash, or instruct us to use distributions from particular managed investments to buy further units in those managed investments. You cannot take part in any distribution reinvestment plan offered by investment managers.

Your financial adviser can set up and change your income distribution option for you using AdviserNET.

The Account Summary and Transaction Details screens on Investor *Online* show the summary of the income distributions you have been paid.

How distributions affect your account

After the end of the 31 December, 31 March and 30 September quarters, investment managers generally make a distribution of fund income to members. After the end of the financial year (30 June), investment managers generally make a distribution of both fund income and capital gains to members.

This means that following the end of the quarter, you may notice a drop in the value of your managed investments. The size of the drop for each investment is generally related to the size of the distribution the manager of that managed investment pays to the unit holders.

However, it can take a number of weeks before we receive the distribution and pass it on to you. During this time, it may appear that your account has dropped in value but this should be temporary and will be rectified once the distribution has been credited to your account.

Selling managed investments

The minimum sell amount is $100 per managed investment.

If the sell amount is 95% or more of the value of your entire holding in a managed investment, we will sell your entire holding in that managed investment and credit the proceeds to your Cash Account.

Your financial adviser can submit sell instructions online using AdviserNET. The time it takes for an investment manager to process a sell instruction for a managed investment can vary.

Generally, sells are processed within seven business days unless suspended or frozen for any reason. The individual managed investment's product disclosure statement contains details of withdrawal restrictions. When we receive the proceeds from the investment manager, we will credit those funds into your Cash Account.

If you instruct us to sell a managed investment and there is a pending transaction in place (such as a previous purchase or sale request), we will not place the investment instruction with the investment manager until the pending transaction has cleared.

Selling managed investments initiated by the Trustee

In addition to any other rights we may have, you authorise and instruct us to sell managed investments held in your account without your permission if we determine for any reason that:

- we can no longer administer or hold a managed investment; or
- you are in default of any of your obligations under any terms and conditions.

You agree that we may opt to sell your managed investments as if we had received an instruction from you to do so, to the extent necessary. You further agree not to vary this instruction.

Regular sell

Your financial adviser can arrange a regular sell of a dollar amount from one or more managed investments held through your account every month or quarter. Your financial adviser will help you nominate the:

- amount
- start date
- frequency
- optional end date.

We will initiate the sell on the nominated date (or the following business day if the nominated date falls on a non-business day). When we receive the proceeds from the investment manager, we will credit those funds into your Cash Account.

Your financial adviser can amend or cancel your regular sell at any time using AdviserNET.

Illiquid or suspended managed investments

Illiquid managed investments

Generally, we consider a managed investment to be illiquid if it cannot be converted to cash in less than 30 days. A managed investment may also be illiquid if converting it to cash within 30 days would have a significant adverse impact on the value of the investment.

You may invest in an illiquid managed investment or a managed investment may become illiquid after you invest. It may be illiquid, for example, because:

- the investment manager has imposed withdrawal restrictions on the investment, or
- the investment is subject to market liquidity constraints.

Suspended managed investments

A suspension occurs when the responsible entity of a managed investment suspends the ability to make withdrawals from the managed investment (and may also prevent further applications or investments into the managed investment).

There are various reasons why a responsible entity of a managed investment may suspend withdrawals (and applications, if applicable) including if:

- the managed investment is no longer liquid within the meaning of the Corporations Act, in which case the responsible entity is prohibited from allowing withdrawals from the managed investment unless it is in accordance with the managed investment's constitution or a withdrawal offer
- the responsible entity determines that a suspension is necessary to protect the value of the assets in the managed investment from being devalued due to a large quantity of withdrawals from the managed investment or
- the responsible entity determines that a suspension is otherwise necessary in complying with its obligations to act in the best interests of investors as a whole.

If you have automated features set up on your account (such as Regular Buy and/or Regular Sell etc) that include instructions relating to suspended managed investment(s), these automated features will not be executed in respect of the particular suspended managed investment. For more information on the suspended managed investments, please contact your financial adviser or call our Customer Relations team.

Withdrawals

Withdrawals from suspended managed investments may be allowed from time to time during withdrawal windows declared by the fund manager of the suspended managed investment. We will notify your financial adviser if a fund manager notifies us of an upcoming withdrawal window for a suspended managed investment you hold. Your financial adviser will then be able to place a withdrawal request for you during the withdrawal window dates. If the total amount of withdrawal requests for the suspended managed investment exceeds the amount available for that particular managed investment, the investment manager may meet requests on a pro-rata basis. Each withdrawal window has different conditions that will be communicated to your financial adviser.

We will automatically participate in withdrawal offers on your behalf if you have requested to close your account but continue to hold a suspended managed investment within your account. Note all amounts received after we have met the Superannuation Industry (Supervision) Act 1993 (SIS) portability requirements if you are rolling to another fund in respect of the suspended managed investment (including distributions) will be retained within your Cash Account until we are able to realise the full amount of your investment in the suspended managed investment.

The managed investments considered by us to be illiquid from time to time are listed in the 'Managed investments with extended redemption periods' flyer which you can obtain from your financial adviser or by calling Customer Relations. This information is updated by us from time to time.

For more information, please also refer to the 'Withdrawals and Closing your account' later in this section.

Listed securities

Setting up your account for share trading

If you wish to trade listed securities through your account, you and your financial adviser will need to:

- nominate on your application or account amendment that you want to trade listed securities through your account
- make a dividend election.

Holder Identification Number (HIN)

When we are establishing your account for share trading, we will assign a Holder Identification Number (HIN) to your account. Please note, you must supply us with your residential address details before we can assign a HIN to your account.

Your HIN is unique to your account. You can only have one HIN per account. When transferring listed securities from an existing account to a new super or pension account, we will need to generate a new HIN for the new account.

If you currently have a HIN that you have used with a broker, you cannot use this HIN for your account.

Broker

Australian Investment Exchange Limited (AUSIEX) has been appointed as the broker and settlement agent for eWRAP Super/Pension. AUSIEX performs broker and settlement services for the Administrator.

Trading listed securities

Through your account, you have access to a broad range of ASX listed securities. We review the range of available listed securities on a regular basis and listed securities may be added or removed at any time. Your financial adviser can provide you with an up-to-date list of the available shares.

If a listed security is removed, you will not be able to invest additional funds into that listed security however, you may retain your existing investment and continue participating in any dividend reinvestment plan available for that listed security. The costs or proceeds of share trades are settled through your Cash Account.

Please note that we do not facilitate the trading of listed securities if they are trading on a deferred settlement basis.

Buying listed securities

If you choose to purchase listed securities, you should be comfortable doing so and accept there may be significant volatility of returns within your investment portfolio.

There is no minimum buy amount for share purchases, subject to broker limits and market rules.

Your financial adviser submits your buy instruction online using AdviserNET. The instruction is then sent to the broker and the broker will place your order with the ASX. We will withdraw money from your Cash Account to settle the purchase and the brokerage. You will be unable to purchase listed securities that are not approved by us (that is, listed securities that don't appear on the List of Available Investment Options).

Funding listed security purchases

You are required to fund share purchases (including the purchase price), plus any share trading fees (such as brokerage). In order to fund the share purchase, you must have, at the time your financial adviser places your instruction with the broker:

- sufficient funds available in your Cash Account
- sufficient pending proceeds from unsettled share sales previously placed through the broker, or
- a combination of both.

Your financial adviser can set an expiry date for share buys submitted with the broker. The expiry date can be either good for a day (applicable to 'at market' and 'at limit' orders) or good until cancelled, which can be up to 28 days (applicable to 'at limit' orders). If sufficient funds become available before an expiry date, we will automatically place your buy order with the broker.

Restrictions on shareholdings

To help minimise the risks from inadequate diversification, we have introduced limits on share holdings within eWRAP Super/Pension.

Generally, you can invest up to 20% of the total value of your account (which includes cash held in your Cash Account) in a single listed security. The 20% is monitored at the point of purchase.

We may, in certain circumstances (that is, due to volatility reasons or the listed security falling outside the ASX top 300), impose a holding limit for a listed security that is less than 20%. Furthermore, we may allow you to invest up to 50% of the total value of your account in certain exchange traded funds and listed investment companies. Please contact your financial adviser or Customer Relations for more information about the listed securities available for investing through eWRAP Super/Pension and the limits or restrictions that apply to these listed securities.

If the value of a listed security rises above the limit, we will aim to notify your financial adviser via email. If no adjustment is made to your account following our notification to your financial adviser, you agree that we may make this adjustment ourselves and sell listed securities through your account to bring the value of listed securities back to within the required limit.

We recommend that you and your financial adviser monitor your account on a regular basis to ensure the value of your listed securities stays within the required limit.

Valuations

Listed securities are generally valued daily for reporting purposes using the ASX closing price data from the previous day.

Corporate actions

Corporate actions are events that affect your shareholdings. Some corporate actions provide members with different options ('voluntary corporate actions') so each member can elect the option they believe is best suited to their personal circumstances.

The types of voluntary corporate actions we may make available to you and the way you can participate in them, are outlined in the table below.

Other corporate actions simply occur ('mandatory corporate actions'), and members have no options available but to accept the default election as advised by the share registry. Examples of corporate actions include bonus issues, rights issues, distributions, buybacks, takeovers and call payments.

Participating in corporate actions

Listed securities offered through eWRAP Super/Pension are held in the Administrator's name, as custodian. This means you will not receive any communications relating to corporate actions from the share registries. We have control over all corporate actions. When a corporate action is announced, we will decide whether to allow you to participate in all, some or none of the options offered under that corporate action. If you are not allowed to participate in a corporate action, the default option (if any) will apply.

How do I participate in corporate actions?	Provided the corporate action is approved by us, we will allow you to participate in that corporate action through your financial adviser. (Please note you will not have access to shareholder rights including voting and attendance at general meetings.)
Who receives correspondence regarding corporate actions?	Corporate action notices are sent to us. We will aim to notify your financial adviser of these events. No corporate action notices will be sent to you.
How do I lodge an election for a corporate action?	We participate in corporate actions on your behalf. Where we have given you the ability to make an election, your financial adviser can submit your election to us online through AdviserNET.
When must corporate action elections be made by?	Your financial adviser will need to submit your election to us by our cut-off time, which may be earlier than the cut-off time advised by the share registry. This is to ensure we have sufficient time to submit your election with the relevant share registry. Your financial adviser can advise you of our cut-off times. If an election is not made prior to our cut-off time, you will be taken to have made no election and the corporate action default (as outlined in the relevant documentation relating to the corporate action) will apply.
How are corporate actions funded?	If cash is required to fund a corporate action, we will draw funds from your Cash Account upon receiving your election. If there are insufficient funds, we will continue to check your Cash Account each day up until our cut-off time. If there are no funds by this date, your corporate action election will lapse.
How do I receive proceeds from corporate actions?	Proceeds from corporate actions (where applicable) are deposited into your Cash Account.

Share dividends

Depending on the listed securities you hold, you may be able to elect to receive dividends as either additional shares (that is, reinvest dividends under a dividend reinvestment plan (DRP)) or to receive dividends as cash.

If you elect to receive dividends as cash, any cash dividends you receive will be paid into your Cash Account.

You can participate in DRPs however, this election will be applied across all of the listed securities held through your account where a DRP is available. You cannot choose to receive dividends as cash for one shareholding while electing to participate in a DRP for another shareholding. Where a DRP is not available for a listed security, or there is a residual cash portion on your DRP, the dividend will be received as cash and deposited into your Cash Account.

When submitting your dividend instruction, your financial adviser must allow up to three business days for us to forward your instruction to the relevant share registry and generally another 10 business days (or longer) for the share registry to process this instruction. Failure to provide us and the share registry with adequate time to process your instruction may result in this not being actioned in time for the election to apply to that particular dividend.

Selling listed securities

No minimum sell amount applies to listed securities, subject to broker limits and market rules.

Your financial adviser will submit your sell instruction on AdviserNET. The instruction is then sent to the broker and the broker will place your trade with the ASX.

The net proceeds from the share sale will be deposited into your Cash Account after deducting brokerage.

Selling listed securities initiated by the Trustee

In addition to any other rights we may have, you authorise and instruct us to sell listed securities held in your account without your permission if we determine for any reason that:

- we can no longer administer or hold the listed security;
- a security is likely to be removed from the ASX;
- the issuer intends to de-list the security from the ASX; or
- you are in default of any of your obligations under any terms and conditions

You agree that we may opt to sell your listed securities as if we had received an instruction from you to do so, to the extent necessary. You further agree not to vary this instruction.

Rebalancing your account

You and your financial adviser can request us to regularly rebalance your portfolio according to templates you have established for the investments (managed investments and/or listed securities) held in your portfolio. This means that regardless of each of your investment's performance, your portfolio will be generally in line with the investment strategy you have agreed upon with your financial adviser. By choosing the auto-rebalance option, your account can be rebalanced:

- quarterly (on or around 15 February, May, August and November)
- half-yearly (on or around 15 February and August)
- annually (on or around 15 August).

You and your financial adviser can also choose to rebalance your portfolio on an ad-hoc basis. Auto-rebalancing can only be established and maintained online using AdviserNET by your financial adviser.

G. Death benefit

In the event of your death, your death benefit will generally be paid to one or more of your dependants or to your legal personal representative. Please note that there a “dependant” under the tax legislation is defined different from “dependant” under the superannuation legislation. For example, death benefits paid to adult children who are dependants are not concessionally taxed. You should consult your professional adviser when nominating the beneficiaries of your death benefits.

Who is a dependant?	Definition under superannuation law
Your spouse	Married or de facto spouse (including same sex spouse).
Your children (of any age)	Includes adopted, step- and ex-nuptial children and children of your de facto spouse.
Any person with whom you have an interdependency relationship	Two persons (whether or not related by family) have an interdependency relationship if: (a) they have a close personal relationship (b) they live together (c) one or each of them provides the other with financial support, and (d) one or each of them provides the other with domestic support and personal care (other than under an employment contract or a contract for services or on behalf of another person or organisation such as a government agency, a body corporate or a benevolent or charitable organisation). If two persons (whether or not related by family) satisfy (a) and they do not satisfy (b), (c) and (d) – and the reason they do not satisfy (b), (c) and (d) is that either or both of these persons suffer from a disability, or they are temporarily living apart – they will still have an interdependency relationship. If two persons satisfy (a), (b) and (c) but not (d), and one or each of them provides the other with support and care of a type and quality normally provided in a close personal relationship (rather than by a mere friend or flat mate) they will still have an interdependency relationship.
Any other person financially dependent on you at the time of your death	A person – other than a spouse, child or person with whom you have an interdependency relationship – who is financially dependent on you.

Types of nomination

There are three types of nominations available to you: discretionary (non- binding), binding and automatic reversionary nomination. You can change your death benefit nomination at any time to reflect changes in your circumstances.

Any nominations held by us cease to be valid if you transfer from an eWRAP Super account to an eWRAP Pension account or transfer from eWRAP Pension account(s) to another eWRAP Pension Account (other than for pre-retirement pensions). To ensure your nominations are taken into account, you should complete the relevant section in the Application form before returning your completed Application forms to us.

Discretionary (non-binding)

You can nominate your preferred beneficiary(ies) but ultimately leave it to our discretion to decide how your death benefit is to be distributed among your dependants and/or legal personal representative. If we cannot locate any dependants, the benefit may be paid to your legal personal representative.

This information gives us an indication of your wishes and will help us exercise our discretion. However, it doesn’t necessarily mean that the benefit will be distributed in this way.

Binding death benefit nomination

A valid binding nomination binds us to pay your death benefit according to your instructions, subject to conditions. You can nominate an eligible dependant or your estate and we will pay the death benefit in accordance with your nomination. If 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.

If not renewed or revoked, a binding death benefit nomination expires after three years. Should your nomination expire and you wish to continue this form of nomination, you will need to resubmit a new binding death benefit nomination. You can change or revoke your nomination at any time. To make a binding death benefit nomination, please complete the form in the application Part 2. The nomination must be witnessed by two people over the age of 18 who are not nominated as beneficiaries.

Automatic reversionary nomination (binding) (applies to pension accounts only)

An automatic reversionary nomination binds us to make the payment of your death benefit as a pension to the eligible beneficiary you nominate, subject to certain conditions.

Upon your death, and following our determination that your nomination was valid, your pension will automatically revert and the pension payments will commence to be paid to your nominated beneficiary. The beneficiary receiving the reversionary pension can subsequently decide to commute the pension and receive a lump sum at any time.

You can make an automatic reversionary nomination when opening your account online through your financial adviser using AdviserNET. You can also subsequently make or change your nomination at any time by amending your account details online through your financial adviser. You must sign the 'Allocated Pension Account Automatic Reversionary Nomination' form that is printed with the online form, and send the original to us.

Selecting this nomination may have consequences for your social security payments and entitlements for both you and the person receiving a reversionary pension. You should discuss the tax and social security implications of an automatic reversionary nomination with your financial adviser.

Benefits can generally be paid as a lump-sum or pension

Generally, a beneficiary to whom a death benefit is to be paid (irrespective of whether the beneficiary was nominated under a discretionary or binding nomination) will have the ability to choose to receive the death benefit as either a lump- sum or as a pension (subject to some restrictions).

If you have a pension account and your death benefit nomination specified payment as a reversionary pension, depending on the reversionary type selected, the beneficiary may be able to choose the method of payment:

- Automatic reversionary nomination – the beneficiary will only have the option to receive the death benefit as a pension but can then commute the pension and receive a lump sum at any time; they will not have the option to elect to receive the death benefit as a lump sum.
- Discretionary reversionary nomination – the beneficiary will have the option to elect to receive the death benefit as a lump sum or as a pension. When a pension account death benefit is paid to a beneficiary as a pension, this pension is called a 'reversionary pension' (refers to both discretionary and automatic reversionary pensions). However, while a super account death benefit can also be used to commence a pension, it will not be a 'reversionary pension'.

A death benefit cannot be paid as a pension to:

- someone who is not a dependant
- a child, unless the child is:
  - under 18 years of age
  - between 18 and 25 and financially dependent on you or
  - over 18 and has a prescribed disability.

In addition, where the death benefit is paid as a pension to a child, the child cannot continue to receive the pension once they reach age 25 (except if they have a prescribed disability). At this stage, the reversionary pension will be commuted and paid as a lump-sum to the beneficiary.

The table below details the different beneficiaries and whether a death benefit can be paid as a lump sum or pension.

Beneficiary to whom a death benefit is to be paid	How benefits can be paid
Spouse	Lump-sum or pension
Child under 18	Lump-sum or allocated pension#^
Child over 18 who has a prescribed disability	Lump-sum or allocated pension
Child over 25 who does not have a prescribed disability	Lump-sum only
Other dependant	Lump-sum or allocated pension
Non-dependant	Lump-sum only

A lump-sum benefit for a child under the age of 18 will generally be paid to the child's parent or guardian on trust for the child until the child turns 18.

 # Complete a child pension nomination (available from your financial adviser), which sets out the conditions that apply to these pensions.

^ This pension will only continue until the child turns 25, at which point they will receive the balance of the account as a lump-sum payment, unless the child has a prescribed disability.

Changing your nomination

You can change or revoke your death benefit nomination as outlined below:

- Discretionary (non-binding): online through your financial adviser.
- Binding death benefit nomination: online through your financial adviser or by completing a 'Binding death benefit nomination New, Confirm or Revoke' form. You must sign the form that is printed with the online form or the paper-based form, and send the original to us.
- Automatic reversionary nomination: online through your financial adviser. You must sign the form that is printed with the online form, and send the original tous.

For details of any further information regarding these changes, please speak to your financial adviser or contact us.

If you don't make any nomination

If you don't nominate a beneficiary, we have the discretion to determine who receives your benefits in accordance with superannuation law.

Tax implications of nominations

The tax consequences of a nomination can vary depending on your choice of beneficiary and whether or not you choose a discretionary, binding or automatic reversionary nomination.

Where your pension account has reverted on your death, your reversionary beneficiary has the option to commute the pension to take a lump sum death benefit at any time or to rollover the death benefit pension to another tax-exempt superannuation income stream, however this rollover cannot be combined with other superannuation monies they may hold.

You should discuss with your financial adviser the tax implications of any nomination you are considering making.

Death benefit pensions and transfer balance cap

If any of your beneficiaries receive your death benefit as a death benefit pension, the value of the pension on the date it becomes payable to your beneficiary, will generally count towards their own transfer balance cap. Modifications apply to ensure that an eligible child dependant is able to receive their share of your death benefit as a pension without impacting their future retirement.

The rules around the transfer balance cap and death benefit pensions are complex and we recommend you speak with your financial adviser in relation to your estate planning options.

H. Withdrawals and closing your account

When you retire

Once you retire or meet another condition of release:

- you can retain your super benefits within your LifeFocus Superannuation Fund eWRAP Super account;
- your super benefits can be paid as either a lump-sum or transferred to a pension fund. You can transfer your money directly from the eWRAP Super account to a eWRAP Pension account without selling managed investments
- your cannot maintain your pre-retirement pension. We will close your pre-retirement pension and transfer your balance to a pension account unless you advise us otherwise.

Withdrawals

Please read this section in conjunction with the 'How super works' section of this Part 2, as some limitations apply to withdrawals. You can generally withdraw your super or pension money at any time, provided you meet a condition of release (with no cashing restrictions) or your benefits are already unrestricted and non-preserved.

All withdrawals from your eWRAP Super/Pension account are funded from your Cash Account. The unit price you receive for a managed investment will depend on when the investment manager receives and processes the withdrawal request. The transaction details screens on Investor *Online* show any withdrawals that have been made from your account.

You cannot specify that your withdrawal is to be made completely from either the tax-free or taxed components of your benefits. All withdrawals will be pro-rated across both components.

Portability of super benefits – rollovers and transfers

We are only required to transfer or rollover your benefits after receiving all relevant information as set out in the SIS Regulations. Ordinarily, if you haven't made an investment selection we must transfer or rollover your benefits within 3 business days, or 30 days if you've made an investment selection, of receiving all relevant information that is necessary to process your request. However, if you hold in your account managed investment(s) and/or term deposit(s) that are illiquid or suspended – or become illiquid or suspended – it may take longer to transfer your full benefits. For more information, please also refer to the 'Illiquid or suspended managed investments' in the 'Transacting in your account' section above.

We may take up to 30 days from the time we receive all the relevant information to finalise a withdrawal request involving illiquid or suspended investments, unless you have invested in a term deposit which matures beyond this time frame. Where the investments are illiquid because of withdrawal restrictions, we may take up to 30 days after the withdrawal restrictions end.

The investments considered by us to be illiquid from time to time are listed in the 'Managed investments with extended redemption periods' flyer, which you can obtain from your financial adviser or by calling Customer Relations. Existing members can also obtain a copy of the flyer by accessing Investor *Online*. We update this information from time to time.

One-off cash withdrawals

To request a withdrawal from your eWRAP Super/Pension account, sign and submit a payment request form. Your financial adviser can also submit this form on AdviserNET. We recommend you speak with your financial adviser before you submit this request to us.

For partial withdrawals, if there is not enough cash in your Cash Account and your financial adviser has not sold managed investments or listed securities to fund the partial withdrawal, we will use the Default Sell method or Priority Sell method, if instructions exist (refer to the 'Your Cash Account' section above) to sell down investments to fund the withdrawal.

Closing your account

To close your account, contact your financial adviser. For full withdrawals (an account closure), we expect that your financial adviser will submit your instructions to sell all your investments online via AdviserNET.

Once we process your account closure request, we will deduct all outstanding fees and other costs from your Cash Account.

If amounts less than $50 are subsequently credited to your closed account, we will apply this money for the general benefit of all current members of the fund rather than your closed account.

5. Additional explanation of fees and other costs

Some information on fees payable in connection with eWRAP Private Super/Pension is contained in Part 1: General Information. This section is intended to complement the information provided in Part 1: General Information.

Defined fees

The following are regulatory definitions of the fees and costs for superannuation products. A number of these fees apply to eWRAP Private Super/Pension and have been referred to throughout the PDS. Some of these fees may also be referred to in this section.

Activity fee	A fee is an activity fee if: a. the fee relates to costs incurred by the trustee 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 administration fees and costs, investment fees and costs, a buy-sell spread, a switching fee, an advice fee or an insurance fee.
Administration fees and costs	Administration fees and costs are fees and costs that relate to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that: a. relate to the administration or operation of the entity; and b. are not otherwise charged as investment fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.
Advice fee	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, the trustee of the entity; and b. those costs are not otherwise charged as administration fees and costs, investment fees and costs, a switching fee, an activity fee or an insurance fee.
Buy-sell spread	A buy-sell spread is a fee to recover costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.
Exit fee	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.
Investment fees and costs	Investment fees and costs are fees and costs that relate 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 incurred by the trustee of the entity that: i. relate to the investment of assets of the entity; and i. are not otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.
Switching fee	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.
Transaction costs	Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity, other than costs that are recovered by the superannuation entity charging a buy-sell spread.

Fees and costs of underlying investments and performance fees

The managed funds and exchange traded funds ('managed investments') available through LifeFocus Private eWRAP Super/Pension are managed and operated by investment managers that charge fees and other costs for the management and administration of the managed investments. The investment returns for each managed investment are net of fees and other costs. That is, the fees and other costs are deducted from the value of the managed investment before the unit price is calculated.

Some of the underlying investment managers may be entitled to performance fees in addition to the management fees they receive. The method for calculating these performance fees varies between the managed investments and details are set out in the product disclosure statement or other disclosure document(s) for the relevant managed funds.

If charged, typical performance fees for an underlying managed investment are estimated to be between 15% and 30% of the investment's out- performance of a defined benchmark, but actual performance fees may fall outside this range.

In addition to the ongoing fees and other costs for the managed investments, some investment managers charge contribution and withdrawal fees. These may be charged either:

- as an amount added (or subtracted) as part of the entry (or exit) price, when you acquire (or dispose of) an investment (depending on whether a contribution or withdrawal fee is being charged) or
- by deducting an amount from your account balance, when you acquire (or dispose of) your investment.

The amount of these fees varies between investment managers.

For further information regarding the fees and other costs for each managed investment, refer to the List of Available Investment Options booklet and the product disclosure statements or other disclosure document(s) for these managed investments. The fees and other costs for each managed investment may vary from time to time. The fees and other costs disclosed in this document or provided in the List of Available Investment Options booklet are provided by external investment research providers or the relevant product issuers and are not verified by the Administrator. The method of calculation of the fees and other costs is not uniform and varies between managed investments. This should be considered when comparing investment options.

Prices and management fee rebates

The managed investments offered through LifeFocus Private eWRAP Super/Pension are predominantly wholesale managed investments. By investing in these investments through LifeFocus Private eWRAP Super/ Pension, investors will generally be charged lower management costs than other retail investors.

We have been able to negotiate rebates on the management fees charged by some investment managers and responsible entities. Any management fee rebate will be passed on in full to investors with an account open at the time the rebate is received and processed by us, which is generally quarterly.

Management fee rebates are estimated to range from 0% to 60% of the management fees charged by the investment managers or responsible entities and may vary from time to time. Please note the range of management fees shown in the List of Available Investment Options booklet does take into account any management fee rebates.

Transaction costs

Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity other than costs that are recovered by the superannuation entity charging buy-sell spreads. These costs include costs relating to the underlying investment managers' buying and selling of investments and may include costs such as brokerage, buy-sell spreads of the underlying investments (where applicable), settlement costs (including settlement related custody costs), stamp duty on investment transaction costs and clearing costs.

They will differ between investment options.

These costs are influenced by numerous factors including the complexity of investments involved in transactions, the different asset classes and investment managers that make up the investment options involved in the transaction and the time and costs of services provided in relation to the processing of investment transactions.

Transaction costs are an estimate only, based on the costs incurred in the previous financial year. Transaction costs payable may be higher or lower.

For further information regarding the fees and other costs for each managed investment, refer to the the product disclosure statements or other disclosure document(s) for these managed investments.

Buy/sell spread

When buying and selling units in unlisted managed funds, the fund manager is generally entitled to charge the unit holder an amount representing a contribution to the cost of purchasing or selling the underlying assets. These costs include things like brokerage and stamp duty.

The charge is usually reflected in the difference between the entry price and exit price of a unit and is commonly referred to as the buy/sell spread. The buy/sell spread is charged by the fund manager and is applied before the unit price is provided to us. The buy/sell spread has two components:

For example, if you invest $50,000 in a managed fund at a buy-sell spread of 0.05%, you will generally incur this cost, being $25.00, at the time you invest.

The buy/sell spread is an additional cost to you. Generally, the buy/sell spread is retained by the relevant managed investment and applied to defray transaction costs; it is not a fee paid to the fund manager. Further information regarding the amount of buy/sell spread for each managed investment is provided in the product disclosure statement or other disclosure document(s) for the relevant managed investment. These may be obtained on request and free of charge from your adviser.

When carrying out a managed investment transaction, the Administrator may offset your instructions to buy or sell assets against another investor's instructions to sell or buy those assets so that only net transactions are acted on. This process is known as 'netting'. The Administrator may retain any benefit that may be secured from netting. These include the fees and charges that would have applied had the transaction been processed without netting.

Cash Account - Negative interest

Should the balance of your Cash Account become negative at any time, we will charge interest on the negative amount at the same rate as interest paid on positive Cash Account balances.

The events that may cause your Cash Account balance to become negative include certain payments that are made from the Cash Account such as fees and taxes debited to your account.

Service fee

The Administrator may receive a fee of up to 1.1% (including GST) per annum from Westpac (including St. George) and/or other providers of cash products. This fee may be received on some or all of the cash products held through your account. It is for introducing your banking business and for performing client service activities and transaction reporting. This service fee is calculated as a percentage of the daily balance of the relevant cash products. It is not an additional charge to you.

We may rebate some of the service fee we receive back to you to reduce the cost of running your account. Where this occurs you will see a transaction in your account titled Cash Service Fee Rebate.

Share brokerage

When trading listed securities, the broker charges a brokerage fee. This is an additional cost to you.

The brokerage varies according to the value of the trade. For trade values up to and including $30,000, the brokerage is $25 (including GST net of Reduced Input Tax Credits (RITC)) per trade. For trades valued over $30,000, the brokerage is 0.1025% (including GST net of RITC) of the value of the trade. This fee can be varied at any time by the broker, or by us in consultation with the broker, without notice.

For share purchases, brokerage is added to the share trade value, with the total amount deducted from your Cash Account. For share sales, brokerage is deducted from the net sale proceeds with the net amount credited to your Cash Account.

Share trade service fee

The Administrator may receive from our settlement agent or broker a service fee of up to 100% of the brokerage for introducing your business and/or for performing client service activities and transaction reporting in relation to your account or share trading.

Expense recovery

We are entitled to be reimbursed for expenses incurred in operating eWRAP Super/Pension generally, where such expenses are properly incurred, including the payment of statutory charges, licensing fees, registry costs, audit fees, government duties, the cost of reports, government levies, complying with legislative and prudential requirements and various other disbursements. The amount charged is the actual amount of expense incurred. These expenses may be passed on to all members in the Fund in accordance with superannuation law, and deducted from your Cash Account at the time the expense is applied. Expense recovery is a cost incurred by us and payable to us only. It will not be passed on to any third parties.

Insurance fees

If you have insurance cover through your Super account, the insurance premiums and charges may be deducted from your Super account monthly, quarterly, half-yearly or annually depending on the insurance provider and frequency you select. If there are insufficient funds in your Cash Account to pay these premiums and charges, your Cash Account balance will be taken into negative to fund the payment and your managed investments may be sold to restore the Cash Account balance to its required level. If the balance in your account is insufficient to cover the premium and charges, you will need to make a deposit to your account or your cover will lapse.

Splitting your contributions with your Spouse

Super contributions can be split with your spouse. We do not currently propose to charge fees for splitting contributions. However, we may review this policy in the future and reserve the right to do so. If we decide to charge a fee, we will give you 30 days advance notice in writing. For more information on spouse contribution splitting please refer to the following https://www.ato.gov.au/Forms/Contributions-splitting/.

Fees and expenses payable to the Administrator

We may pay a proportion of the administration fees to the Administrator as remuneration for its role as administrator and custodian of the Fund. These fees payable to the Administrator are based on the value of individual member accounts in a manner similar to our administration fees.

The Administrator may also be entitled to the reimbursement of certain expenses associated with administering eWRAP Super/Pension. The fees and expenses to which the Administrator is entitled to do not represent an additional cost to you above and beyond the administration fees that you pay, or the expenses recovered by us as described in the 'Expense recovery' section above.

Other payments

In respect of financial products available through eWRAP Super/Pension, the Administrator may receive payments from the respective financial product issuers of up to 100% of the product fees payable. Such fees are payable in exchange for the Administrator providing access to services and information. The amount of these payments may change from time to time and is paid by the product issuers out of their own resources. Such payments are not paid by you.

We do not provide any personal information about you to these product issuers.

6. Other information

Unclaimed money

In some circumstances, if an amount is payable to you and we are unable to ensure that you have received it, we may be obliged to pay the amount to the ATO on your behalf. In certain circumstances we may also be required to transfer to the ATO an account of a lost member.

If your account balance is transferred, you will be able to reclaim it from the ATO. For further information visit www.ato.gov.au or speak with your financial adviser.

Temporary residents

A temporary resident is a holder of a temporary visa under the Migration Act 1958.

From 1 April 2009, if you are or were a temporary resident – and are not an Australian citizen, New Zealand citizen or permanent resident, or a holder of a retirement visa (Subclass 405 or 410) – you can generally only access your preserved super benefits if you become permanently incapacitated, have a terminal medical condition, or have departed Australia permanently and your visa has ceased, or your beneficiaries may access your benefits if you die. You may also be able to access your benefit if you satisfied another condition of release under superannuation law before 1 April 2009. The Australian Government also requires us to pay temporary residents' unclaimed super to the ATO after at least six months have passed since the later of:

- the date a temporary resident's visa ceased to be in effect, and
- the date a temporary resident permanently left Australia.

We are not required to notify you or give you an exit statement in the event that your benefit is transferred to the ATO. Please note that your benefits will not earn interest once transferred to the ATO.

Applications to claim your benefit can be made using the ATO Departing Australia Superannuation Payment (DASP) online application system. To access this system and full information regarding DASP procedures and current tax rates, please visit the ATO website www.ato.gov.au.

Super and family law – super splitting

Super can be divided or 'split' between spouses in the event of marriage or de facto relationship breakdown, by agreement or by court order. All are binding on us as the Trustee.

We may be required under the *Family Law Act 1975* to provide certain information about your super benefits to 'eligible' persons (as defined in the *Family Law Act*). This includes your spouse. The *Family Law Act* requires us to provide information to an 'eligible person' without notifying the relevant member that the request for information has been made. We are also prohibited from providing either the member or their spouse's address details to the other party.

As the *Family Law Act* provisions regarding the splitting of super benefits are highly complex, we recommend that you seek financial and legal advice with respect to your own particular circumstances.

Currently the Fund does not charge a fee for Family Law requests for information, flagging orders or splits but the trustee has the power to charge such a fee in future.

Privacy information requests

You may request access at any time to personal information held by us about you (refer to 'Privacy Statement' in the 'Other information' section of this Part 2: Additional Information). We do not charge a fee for an access request, but we may charge you our reasonable costs of processing your request. We may review this policy in the future and reserve the right to do so. If we decide to charge a fee in addition to our processing costs, we will give you 30 days advance notice in writing.

Disclosure documents for underlying managed investments

If we become aware that an interest in an underlying managed investment held by you is affected by a materially adverse change or a significant adverse event – and it is something that would be required to be specified in a product disclosure statement for the managed investment – we will give to you (or you will have access through Investor *Online*) an updated product disclosure statement, and any supplementary product disclosure statement, for the managed investment. Refer to 'Electronic notifications, eStatements and online communications' in the 'General information' section in Part 1: General Information for more information. Where this occurs, you will be able to select a new investment option.

The purchase of managed investments may occur without you having been given the current product disclosure statement (including the supplementary product disclosure statement) for those managed investments (the missing documents) if you give instructions to us to acquire an interest in the managed investments immediately or by a specified time. In this situation, the relevant missing document must be provided to you as soon as practical and in any event by the fifth day after the purchase was made.

Please note:

- the purchase of managed investments will continue to be made under the arrangement until instructions are given to us to the contrary, or the arrangement is terminated
- we may (but we are not obliged to) cease to act on any instructions, including under the regular deposit plan, if we are not reasonably satisfied that the relevant information has been provided or made available to you prior to investing.

About the Trust Deed

The operation of your account is governed by the LifeFocus Superannuation Fund Trust Deed dated 17 September 2010 (Trust Deed), as amended. The Trust Deed sets out rules on the administration and operation of your account.

These rules include:

- the Trustee's powers and duties
- the benefits you are entitled to as a consequence of becoming a member of the Fund
- how the Trustee may be removed or replaced
- how your money may be invested
- the maximum fees that we may charge
- how the Trust Deed can be amended. Under superannuation law, no amendment can be made that will result in a decrease in your accrued benefits.

A copy of the Trust Deed is available at https://diversa.com.au/trustee/PCP/ or call Customer Relations and we will provide you with a copy free of charge.

About the Administrator of eWRAP Super/Pension

We have appointed the Administrator to perform the roles of administrator and custodian of the Fund. In these roles, the Administrator performs a range of functions in relation to the Fund on our behalf, including:

- receiving and processing applications, withdrawals and other transactions
- performing accounting and reporting functions
- processing payments to and from client accounts
- administering Customer Relations
- holding Fund assets.

The Administrator is paid fees – and may be reimbursed for expenses incurred – in relation to these services as described in the 'Additional explanation of fees and other costs' section of this Part 2: Additional Information.

The Administrator does not have a contractual relationship with you. The Administrator is not responsible to you for any aspect of the Fund, including the operation of the Fund and your investment in the Fund.

Trustee Information

The Trustee is required to disclose certain information about the Trustee on a website. Accordingly, the Trustee's website https://diversa.com.au/trustee/governance contains information and documentation relating to items such as director qualifications, record of attendance and conflicts management.

Tax File Number

Before providing your TFN to the Trustee, the Trustee is required to tell you that:

- the Trustee is authorised to collect your TFN under the *Superannuation Industry (Supervision) Act 1993*, from a range of sources including yourself, your employer or the ATO. You can, however, notify us in writing not to record your TFN
- it is not an offence not to provide your TFN however, if you do not supply it you will not be able to make personal contributions to your account, and you may have to pay more tax than you would otherwise pay on your contributions to your account and payments you receive from us. Furthermore, without your TFN it may be more difficult for us to locate your benefit
- your TFN will be used for legal purposes only, including finding or identifying your super benefits in the superannuation fund, calculating tax on super payments and providing information to the ATO. These purposes may change in the future
- if you provide your TFN, it may be provided to another super plan or retirement savings account provider that receives any transferred benefits in the future (unless you notify us in writing not to forward your TFN) and may also be given to the ATO
- apart from the above uses, your TFN will be kept confidential.

Privacy Statement

In this Privacy Statement, reference to "we", "us", "our" means CCSL or Asgard (as the case may require).

Why we collect your personal information

We collect personal information from you to process your application, provide you with your product or service, and manage your product or service. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services, and help us run our business.
We may also use your information to tell you about products or services we think may interest you.

If you do not provide all the information we request, we may need to reject your application, or we may no longer be able to provide a product or service to you.

How we collect your personal information

We may collect your personal information from many places including your application form, correspondence with you or your financial adviser, our telephone calls with you, you using our websites or emailing us. We may also collect your information from other members of the Westpac Group, or from a service provider engaged to do something for us or another member of the Westpac Group.

Disclosing your personal information

We may disclose your personal information to other members of the Westpac Group, related parties of CCSL, anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to any person who acts on your behalf in relation to your investment, such as your financial adviser or broker.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in the CCSL and Asgard privacy policies.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

Other important information

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in the CCSL and Asgard privacy policies.

The CCSL Privacy Policy is available at https://diversa.com.au/privacy/ or by calling 03 9616 8600. The Asgard Privacy Policy is available at www.asgard.com.au or by calling 1800 731 812. They cover:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may make a complaint about a breach of the Australian Privacy Principles, or a registered privacy code, and how we will deal with your complaint; and
- how we collect, hold, use and disclose your personal information in more detail.

The CCSL and Asgard privacy policies will be updated from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this Privacy Statement.

We and members of the Westpac Group will use and disclose your personal information to contact you or send you information about other products and services offered by the Westpac Group or its preferred suppliers. If you do not wish to receive marketing communications from us please call us on 1800 731 812.

Our right to disclose your personal information

Your personal information may be disclosed if it is necessary to do so in the following circumstances:

- On a confidential basis to our agents, contractors or third party service providers to enable them to provide financial, administrative or other services. For example, your personal information may be provided to investment managers of the products you select, financial institutions nominated by you, providers of gearing facilities, mail houses contracted to mail reports and information to you in relation to your investments and archive companies.
- To anyone acting on your behalf, including your financial adviser or broker, their office and an Australian financial services licence holder. We may do this by making this information available to them through an electronic facility or service (operated by us or an external service provider) that they use in the administration of their practice.
- To other members of the Westpac Group.
- Where the law requires or permits us to do so.
- If you consent.

Anti–Money Laundering and Counter–Terrorism Financing (AML/CTF)

Under AML laws and relevant sanctions (AML laws), we may require detailed verification of your identity and further information from you before we can accept you as a member.

By signing the application you agree that:

- we must verify your identity and the identity of any of your associates before providing services to you
- you must not request a transaction that may be in breach of Australian law or any other law
- you are not applying under a false name
- any contribution you make is not derived from or related to any criminal activities
- any benefits paid to you will not be used in relation to any criminal activities
- you will not initiate, engage in or effect a transaction that may be in breach of AML laws
- you are not a politically exposed person or organisation
- you will provide us with any information we may require for the purposes of AML/CTF laws. This could include information about you, your legal personal representative, your associates, anyone acting on your behalf, or the source of funds and/or wealth
- we may obtain additional information about you, your legal personal representative, your associates, anyone acting on your behalf or the source of funds from third parties if we believe this is necessary to comply with AML/CTF laws
- where legally required, we may disclose the information gathered to regulatory and/or law enforcement agencies or other entities
- we may disclose the information gathered to investment managers, your financial adviser, your broker or another third party service provider for the purposes of satisfying their obligations under AML/CTF laws or similar requirements, and
- we may have to take action, including delaying or refusing your application or any transactions if we believe or suspect that it may breach any obligation of, or cause us to commit or participate in an offence under any AML/CTF laws. We will not incur any liability in doing so.

7. Investor declarations, conditions and acknowledgements

By completing and signing the application form, you:

Acknowledge that:

- we will effect investment transactions, within our capacity to do so, as part of the investment process
- we reserve the right to reject deposits or contributions at our discretion
- all withdrawals are subject to any investment managers' withdrawal restrictions
- we do not guarantee the capital amount invested, or the performance of the investments that have been selected
- we retain the right to establish and change any procedures we consider necessary or desirable to best manage your eWRAP Super/Pension account. We will provide you with 30 days notice of any such establishment or change if it is likely to have a material, adverse impact on you
- where your financial adviser lodges instructions using AdviserNET online transactions (online transactions):

  1. except to the extent required by law, we make no representations or warranties (express or implied) that online transactions are fault-free, or as to the continuity, functionality, reliability or efficiency of online transactions or the suitability of online transactions to you. You agree to your financial adviser lodging instructions in this manner at your own risk and solely in reliance on your own judgment, and not upon any warranty or representation made by us
  2. except to the extent required by law, we will not be liable to you in contract, tort or otherwise (whether negligent or not) and you will not have any cause of action against us – or right to claim or recover from us – for or concerning any loss or damage of any kind at all (including consequential loss or damage, and including but not limited to loss of profits and business interruption) caused directly or arising indirectly out of:

     (a) your financial adviser's use of online transactions or any part of it

     (b) any inaccuracy, defect, unintended inclusion, malfunction, default, error, omission, loss, delay or breakdown in online transactions

     (c) any suspension of online transactions

     (d) any delay in the lodgement of or execution of instructions submitted electronically by your financial adviser due to systems faults, communication failures or any other circumstance outside our reasonable control, relating to the use of or ability to operate online transactions

     (e) any delay in the execution of instructions arising from us following our standard procedures in the usual course of our business, including, without limitation, ensuring the instructions do not contravene any of our investment or other requirements

     (f) any breach of the AdviserNET online transactions agreement by your financial adviser, or any error or omission made by your financial adviser with respect to the use of online transactions, including but not limited to the completion of instructions and their submission, and the order in which your financial adviser submits them

     (g) the order in which we process instructions submitted by your financial adviser

     (h) processing an instruction – submitted electronically by your financial adviser – which contradicts an instruction lodged with us in paper format

     (i) the fact that information about you on AdviserNET is not identified as current

     (j) your financial adviser's failure to comply with reasonable instructions documented practices relating to the electronic submission of instructions or training material provided by us from time to time.

     (k) the execution of transactions by or involving third parties.

     (l) online transactions not functioning in the manner contemplated by your financial adviser where the instruction is complex or your account with us is complex.

     (m) us rejecting or returning an instruction.

     (n) any breach by your financial adviser of the Corporations Act or any superannuation law, or

     (o) any other act, matter, thing or condition beyond our reasonable control relating to the use of or ability to operate online transactions. We need not act on instructions if:

        1. in our reasonable opinion, they are invalid or otherwise cannot be given effect under these terms and conditions
        2. we reasonably doubt their authenticity

3. acting on them would, in our opinion, be impracticable
4. we suspect that they do not comply with any relevant security or administrative requirement
5. your account is suspended, or
6. they were received after we had decided to terminate your account

and we will not be liable for failing to so act – or for acting – despite one of the above circumstances existing

- we may provide confirmations of transactions on a transaction-by-transaction basis or by means of a standing facility and may change from one means to another. You agree that confirmations may be provided by either means
- Alliance Capital Management, we and the Administrator are not aware of your investment objectives, financial position and particular needs. Accordingly, the provision of products available through the account should not be taken as the giving of investment advice by us
- there may be changes to the investment options or other changes within eWRAP Super/Pension, including the addition, removal or withdrawal of investment options. In the case of significant changes, we will notify you electronically (see 'Electronic notifications, eStatements and online communications' in Part 1: General Information for more information about electronic notification) or via your financial adviser (where it is or may become permissible under superannuation law)
- at the time further investments are made by us on your behalf, into a managed investment in which you already have an investment, you may not have received:
  1. the current PDS for the managed investment, or
  2. information about material changes and significant events that affect the managed investment (that the responsible entity of the managed investment is required to give a person who acquired an interest in the managed investment directly, unless exceptions apply)
- you have read and understood the 'Important information' in Part 1: General Information
- you have read and understood the privacy statement in the 'Other information' section of this Part 2: Additional Information, and you consent to the collection, maintenance, use and disclosure of personal information in accordance with the privacy statement. When you provide information about another individual, you declare that the individual has been made aware of that fact and the contents of the privacy statement. You also declare you have the authority of each principal, company officer or partner that you purport to represent
- if your employer subscribes to the employer portal (for example, to pay contributions), they may electronically lodge certain instructions on your behalf. You agree to your employer lodging instructions in this manner and acknowledge we bear no liability – nor are we in any way responsible – for the conduct of your employer. This facility is only provided to your employer on the condition that the information they provide (and payments made) are to give effect to them meeting their super obligations on your behalf. We are not liable for any loss arising from the use of this facility
- your rights in relation to your account are governed by the terms of the Trust Deed dated 17 September 2010, as amended from time to time (a copy is available for free from us) governing the operation of the eWRAP Super account and eWRAP Pension account, and you agree to be bound by such terms and
- we may disclose information we hold to regulatory and law enforcement agencies, other financial institutions, third parties and members of the Westpac Group.

Confirm that:

- if you are making a deposit to your account in the eWRAP Super account – including a deposit to be converted
  into a rollover and deposited into an account in eWRAP Pension – you are eligible to do so under superannuation law
- if an eligible spouse contribution has been made to your account, you are either in a de facto relationship with your spouse and are legally married or living together on a bona fide domestic basis, and your spouse is not entitled to a tax deduction for the contribution
- you authorise us to give information relating to your account and investments in your account (including disclosure documents for those investments) to your financial adviser, and acknowledge that your financial adviser is your agent for the purpose of receiving this information
- your use of the services we provide will not breach any law of Australia or any other country
- we will not be liable to you or any other person for any loss or damage of any kind that may be suffered as a result of us exercising any of these rights
- adviser fees you instruct us to deduct from your account and pay to your financial adviser are for advice and services provided by your financial adviser in relation to your eWRAP Super/Pension account.

Agree that:

- you consent to the Trustee and Asgard deducting and paying adviser fees to your financial adviser (or to their dealer group who will receive the payment on behalf of your financial adviser) from your account on your behalf, as remuneration for financial advice and related services that your financial adviser provides in relation to your account.
- you will provide us with any information we may request that relates to your membership of the account, and you further undertake that should any information you provide change, you will notify us of this change as soon as reasonably possible
- if accessing Investor *Online*, to be bound by the Investor Online terms and conditions as amended from time to time. You will accept those terms and conditions when you use the service
- if accessing the employer portal, to be bound by the employer portal terms and conditions as amended from time to time. You will accept those terms and conditions when you use this service
- changes to fees and costs – including fees and costs for underlying managed investments – may be accessed by you through Investor *Online* and that you should only make an investment decision after accessing that information
- it is a condition of your participation in eWRAP Super/Pension – including our acceptance of contributions or instructions by or for you relating to your participation in eWRAP Super/Pension – that:
    1. we may rely on any information given to us by or for you, including information in relation to your contributions or your TFN, and
    2. we are not required to inform you of your capacity to contribute to eWRAP Super/Pension or the consequences (including adverse consequences) to you if you:
        (a) make or do not make contributions to eWRAP Super/Pension,
        (b) do not provide information, or
        (c) provide incomplete information.
- where you have selected an illiquid investment you acknowledge and accept that a period of longer than 30 days may be required to facilitate redemption or switching requests due to the illiquid nature of the investment.
- where we consider it necessary for us to meet our regulatory and compliance obligations:
    1. you must provide us with any information we reasonably request, and
    2. we may delay, block or refuse to provide any of our services, and you will comply with any other conditions notified to you by us which we reasonably believe are necessary or desirable for compliance with any new tax laws or regulations, and
- the consequences of not having a financial adviser in relation to your account are as set out in 'What will occur if you no longer have a financial adviser' in the 'General Information' section of Part 1: General Information.

Terms and conditions for eStatements and online communications

Where you elect to receive communications from us online via Investor *Online*, you agree:

- to receive the communications you have requested electronically by regularly accessing them using Investor *Online*
- that registration, access to, and delivery of eStatements and online communications via Investor *Online* is free
- to register or be registered and remain registered as a user of Investor *Online*
- any communication given to you online by making it available to you to access via Investor *Online* will be taken to be delivery of the communication to you on the date that your nominated email address receives an email us that the communication is available
- we will send an eStatement notification email to your nominated email address when a communication is available for you to access via Investor *Online*
- you have provided your nominated email address in your Application, through your adviser or via Investor *Online* and you (or your financial adviser, on your behalf) are responsible for notifying us of any change to your nominated email address
- the nominated email address you have provided is your own
- to ensure we can deliver your eStatements, any change to your email address must be submitted before the effective end date of the upcoming report (eg 30June)
- we'll automatically cancel your request for eStatements and online communications and switch you back to paper correspondence sent via mail if we're unable to successfully deliver emails to your nominated email address because it is not valid
- to resume eStatements after being switched back to paper, you will need to opt-in to online communications again and provide us with a valid email address
- you will be able to access such communications at any time while your account is open and you have access to Investor *Online*
- to keep your nominated email address current and active to continue to receive emails from us to ensure your mailbox can receive email notifications from us (eg there must be sufficient storage space available in your inbox)
- to ensure your mailbox junk mail and spam filters allow emails to be received from us
- to tell us as soon as possible if you are unable to access your email, Investor *Online* or your eStatements for any reason
- to regularly check for delivery of your eStatements regardless of whether or not you have received an email notification
- to take reasonable and appropriate security measures in relation to your computer and email access
- you can download a copy of any such communication free of charge
- we will send you a free paper copy of any such communication, at your request
- we may give you any communication in any other method permitted by law
- you may cancel your request to receive online communications at any time, however, you acknowledge that it may take up to two days for us to process your cancellation request and recommence sending you paper communications via mail
- we may at any time vary, suspend or cancel your access to eStatements and online communications via Investor *Online*. If we do this, we will provide notice to your nominated email address as soon as is reasonably practicable and will resume sending you paper communications via mail
- we will notify you of any change to these terms and conditions either by email to your nominated email address, via Investor *Online* or by mail
- we are not responsible for any losses whatsoever (including consequential loss) arising from unauthorised access to your email account, your inability to access your email account or because we have had to cancel your access to eStatements and online communications and resume sending you paper communications via mail and
- we are not responsible for any costs associated with updating, modifying or terminating your software or hardware to enable you to access eStatements or Investor *Online*

8. Glossary

‘account’ or ‘accounts’ refers to a LifeFocus Private eWRAP Super account or a LifeFocus Private eWRAP Pension account.

‘AdviserNET’ means the online transaction facility provided by us that your financial adviser uses to submit instructions concerning your account.

‘application’ means an application to open an eWRAP Super or eWRAP Pension account, which forms part of the application to open an account.

‘Asgard’ means Asgard Capital Management Ltd, ABN 92 009 279 592, the Administrator and custodian of eWRAP Super/Pension.

‘BPAY®’ means BPAY Pty Ltd, ABN 69 079 137 518.

‘Cash Account’ means your eWRAP Super/Pension Cash Account.

‘CCSL’ means CCSL Ltd ABN 51 104 967 964 AFSL 287084, the Trustee of LifeFocus Superannuation Fund eWRAP Super/Pension ‘deposit’ includes a contribution or rollover.

‘GST’ means any tax imposed on the supply of any goods, services, real or personal property, or similar things or a similar tax.

‘including’ or ‘includes’ means ‘including, but not limited to’ or ‘includes, without limitation’.

‘eWRAP Super account’ and ‘eWRAP Pension account’ refers to LifeFocus Private eWRAP Super/Pension.

‘Investment options’ mean financial products purchased through your eWRAP Super/Pension account.

‘Investor *Online*’ means a facility providing continuous electronic access to information about your accounts.

‘managed investment’ includes a cash product.

‘pension’, ‘pension account’ and ‘pension accounts’ refer to the LifeFocus Private eWRAP Pension account.

‘rollover’ refers to a rollover of super benefits.

‘super’, ‘super account’ and ‘super accounts’ refer to the LifeFocus Private eWRAP Super account.

‘superannuation law’ includes the *Superannuation Industry (Supervision) Act 1993* and regulations made under that Act, and the *Corporations Act 2001* and regulations made under that Act.

‘we’, ‘us’, and ‘our’ are references to the Trustee.

‘Westpac’ means Westpac Banking Corporation, ABN 33 007 457 141, AFSL 233714.

‘Westpac Group’ means Westpac and its subsidiaries.

‘you’ means the LifeFocus Private eWRAP Super/Pension account holder.

Distributed by
Alliance Capital Management Pty Limited
ABN 29 128 576 072
Level 23, 600 Bourke Street
Melbourne VIC 3000

Trustee
CCSL Limited
ABN 51 104 967 964
AFSL 287084
Level 17, IBM Tower, 60 City Road
Southbank VIC 3006

Administrator
Asgard Capital Management Ltd (Asgard)
ABN 92 009 279 592
AFSL 240695

Administrator Contact Number
1800 731 812

Correspondence
Asgard
PO Box 7490
Cloisters Square WA 6850