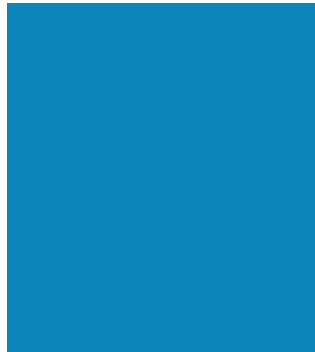




AvSuper Guide to Financial Advice
that suits YOUR needs



www.avsuperadvice.com.au

AvSuper Advice



1 September 2020

Contents

using financial advisers _____ 2

AvSuper's Member Advisers _____ 3

preparing to meet your adviser _____ 5

getting advice _____ 6

after reading your SOA _____ 7

AvSuper Advice _____ 8

other things to note _____ 9

financial advice checklist _____ 9

This guide outlines the process of getting professional financial advice as part of managing your finances and preparing for your future.

Current information, including unit prices, monthly investment market updates and lists of investment managers, can be found at www.avsuper.com.au. Please refer to our website for related fact sheets and forms, and to access Member Online.

Please visit www.avsuperadvice.com.au for additional information about financial planning and advice.

Disclaimer:
The information provided is general information only and does not take into account your specific financial needs or personal situation. You should assess your own financial position and personal objectives and read the relevant AvSuper Product Disclosure Statement (PDS) before making any decision based on this information. We recommend that you also seek professional advice. This Member Guide has been issued by AvSuper Pty Ltd (ABN 46 050 431 797, AFSL 239078), the Trustee of the AvSuper Fund (ABN 84 421 446 069). Although every effort has been made to verify the accuracy of the information contained in this document, AvSuper, its officers, representatives, employees and agents disclaim all liability (except for any liability which by law cannot be excluded), for any error, inaccuracy in, or omission from the information contained in this document or any loss or damage suffered by any person directly or indirectly through relying on this information. Where third party services are referred to, the Trustee has no responsibility for their products, services, views or actions and accepts no liability for the outcomes of your interactions with those third parties. Any alterations to the information contained in this guide that are not materially adverse will be available on www.avsuper.com.au or in printed form (free of charge) upon request, along with our privacy policy which includes the collecting and handling of your personal information.



Regardless of your age and super balance, financial advice can be a very useful tool in managing your finances.

Financial advice is not just for the rich or those about to retire. Financial advice doesn't have to be expensive nor does it have to mean sitting with an adviser you can't relate to.

Getting advice helps you have a structure for achieving your financial and retirement goals – and the confidence that you can achieve those goals. The process involves assessing where you are and developing a strategy for achieving your medium and long-term goals.

Good financial advice, such as through AvSuper Advice, can make the most of your money and give you

- greater control over YOUR finances and super
- clarity about your financial goals
- confidence in your plans for the future
- protection for your assets
- some safety against mistakes and knee-jerk reactions
- potential growth outcomes from your assets
- a better understanding of financial issues
- information about any relevant Government entitlements, including any super tax minimisations, you may be eligible for.

If you are not heading towards your goals, financial planning can help you get back on track – or adjust your goals to be more realistic.

Getting good financial advice when you need it can really help move you towards your financial goals, no matter what stage of life you are at.

Remember: a financial adviser is there to help you make decisions about your financial future and may recommend financial products to you, including products which may be owned or supported by them. It is perfectly appropriate for you to ask questions to make sure you are comfortable with the advice (or products) recommended, so talk to your adviser – they should work with you to find the right mix that suits you.

If you get external advice and they recommend a switch out of AvSuper, make sure they do a full and detailed comparison of the benefits, features and fees of the product(s) they are recommending so you can clearly understand what AvSuper benefits you may lose.



the AvSuper Advice process

Not sure if you need advice or just information? Call our Member Advice team – they can give you some general information or let you know if you need more personalised financial advice.

1. Decide you want advice

Think about what you may need answers on

2. Book an AvSuper appointment

3. Get to know each other and identify your needs

- The adviser tells you their expertise & qualifications
- Discuss the specific process & advice you need
- Discuss any applicable fees
- Establish your tolerance for investment risk
- Provide information about your goals and finances
- Establish your goals and objectives.

4. Advice is prepared

- Your adviser will assess your current situation (based on the information you provide)
- Your adviser will analyse your data and research options
- Your adviser will prepare a Statement of Advice

5. Review Statement of Advice (SOA) (see page 7)

- Your adviser will explain it to you, including any advantages and disadvantages involved with the strategy
- You can ask questions and get answers

6. Implement your financial plan, alone or with your adviser

7. Review and adjust your financial plan as required, often annually

AvSuper Member Advice Consultants ...

- are qualified, experienced and professional financial planners
- are paid a salary and don't receive bonuses
- receive regular continuous training
- care about giving quality advice
- understand your super

what can an AvSuper adviser help me with?

Advice is important for small and large amounts of money – getting your money to work well for you NOW will have the biggest impact on your retirement.

Here is a list of common questions we get asked by members...

Contributions

- How much do I need to contribute to have enough money in retirement?
- What types of contributions can I make to my super?
- Pre-tax or post-tax - which contribution is best for me?
- Should I contribute to my defined benefit account or my accumulation account?
- What are the contribution limits? Will I exceed my limit? What happens if I exceed my limit?

Investment Options

- How do I know which option(s) is the right option for me?
- Will I ever lose money? Why?
- Should I consider a retribution strategy for my super?
- What am I investing in?
- When should I review / switch investment options?
- What is the best approach to maximise the return on my super?

Insurance

- How much insurance cover do I need?
- Do I currently have enough insurance cover?
- What is income protection insurance cover?
- Why do I need insurance cover?
- What factors do I need to consider to decide how much cover I need?

Retiring

- Should I transfer all my super into an income stream?
- Do I have to take an income stream at some point?
- Can I get an income stream while I'm still working?
- Do I have enough money to fund retirement now? If not, what can I do?
- What is deeming? How does that affect my income stream?
- Do I qualify for the Age Pension and related benefits?
- Can I dispose of my property and make a lump sum contribution?
- Do I need to worry about the transfer balance cap?

Beneficiaries

- Why should I nominate a beneficiary?
- What type of beneficiary nomination is best for my family?

using other advisers

To get good financial advice you can rely on, you need to be confident you are talking to a good financial adviser.

Whether you get a referral or find one from a directory, check your potential adviser (or their company):

- is certified or appropriately qualified to act as a personal financial adviser
- has an Australian Securities and Investments Commissions (ASIC) license to provide advice
- gives clear explanations of their fees and charges, including other benefits they may receive as a result of their recommendations – ask for their financial services guide (FSG) as a good starting point. Request a price in dollars, not just as a percentage of your invested money, and clarify if the advice will be billed to you or deducted from your invested money. Remember to check if meetings, preparing the SOA and implementation are included in the price
- gives a clear statement of their services, now and during the life of your arrangement
- is capable of providing personalised financial advice that specifically meets your objectives, circumstances and risk tolerance
- has experience in relevant areas of financial markets, tax rules and investments
- understands and knows about your current super fund and investments
- is open about who owns the company and where most of their income comes from
- complies with Federal 'Future of Financial Advice' (FOFA) legislation and the FASEA Code of Conduct

*The question is, can you afford to **not** get financial advice?
Good financial advice may save you money, help you build more savings or a combination of both.*

AvSuper's Member Advice Consultants are qualified financial planners able to assist you with specific personal advice needs. No need for referrals to external financial planners for simple advice matters!

Our consultants will arrange to meet with all members looking for AvSuper advice, in person, via online platforms (Zoom, FaceTime, etc) or by phone.

Our main concern is to help you make the right decisions about AvSuper and your financial future for your personal circumstances – AvSuper consultants do not receive any commissions or other inducements about the advice they provide, so you can be confident that the advice takes into account YOUR best interests, not a product sales target.

preparing to meet your adviser

It is a good idea to consider what you want a financial adviser to help with before your first meeting. Your adviser can usually help with a broad range of financial advice such as planning for your retirement and estate planning issues, or can respond to very specific questions such as which investment option to choose.

Being prepared is the best approach to getting the right advice.

what information is required?

A financial adviser can't give you any meaningful advice or recommendations without knowing your financial situation and goals. It is their responsibility to request relevant information from you, but the process is easier if you collect some information first.

Generally, they will need to know your age, financial dependants, overall health, income, assets and liabilities. Things such as bank account and loan statements, payslips, tax returns and other financial arrangements are an easy way of providing accurate information.

Your AvSuper adviser will help you establish where you are, financially, and where you want to go.

Some specific examples of information you may need are:

- a knowledge of your usual expenses, such as utility bills, food and clothing
- details of any loans, including your mortgage, and the value of related assets
- recent statements of any other super accounts you have - we'll have your AvSuper details
- your salary, Government allowances and other income details
- details of other significant assets, including shares and investment properties
- your current bank and credit card balances
- information about expected large expenses or income changes
- insurance policy details

Knowing your goals will also help the adviser. For instance, do you want to travel, retire early, send the kids to private schools or settle into a smaller home somewhere nice?

Your AvSuper Member Advice Consultant will go through a fact finder with you to help assess your financial situation, understand your investment risk tolerance and ensure as many relevant details as possible are considered.

what else do I need to do?

Be engaged. Remember it is **your money and your future** being discussed, so don't just leave it all to the adviser. You can be involved by

- asking questions about anything you aren't sure of
- making your own suggestions
- reading any and all paperwork your adviser gives you, including any agreements
- building and refreshing your financial knowledge – for example, reading AvSuper's monthly investment market update



getting advice

With all the information collected, your AvSuper adviser will consider your options and provide you with recommended actions to work towards your financial goals. The plan is likely to contain an overall strategy as well as specifics to help you plan your financial future.

what is a Statement of Advice?

Any recommendations and advice which account for your personal circumstances are required by law to be presented to you in a document called a Statement of Advice (SOA). If you have questions or notice any incorrect details in the SOA, talk to your adviser before implementing any changes.

In plain, concise language, you can expect your SOA to:

- summarise your current circumstances and needs, and what the SOA does and doesn't cover
- detail specific actions and strategies for managing your finances
- outline reasons behind the recommendations, including a comparison with your current situation if applicable
- list all risks, fees, costs, commissions/benefits and conflicts of interest associated with the recommendations
- explain how the strategy can or will be implemented
- include the name and contact details of the person preparing the SOA

If the advice involves changing super funds, the SOA must give a detailed comparison of both Funds and list any transfer costs and lost benefits relating to the proposed change.

All AvSuper SOAs are quality checked by a second adviser to ensure you get the best advice.

Note you will not get an SOA for general advice or factual information because it does not take into account your personal circumstances.

reading your SOA

Give yourself time to read the SOA and any accompanying paperwork such as a Product Disclosure Statement (PDS) carefully. As you read, you may want to jot down any questions you have so you can ask your adviser.

Breaking it into three steps makes it easier to manage.

1. Review the facts – if any of your details are wrong, the advice may be inaccurate so double check the SOA includes your correct age, salary, mortgage and so forth.
2. Read the strategy and get an understanding of the bigger picture and a clear idea of any alternatives you can consider
3. Zoom in to read the finer details, including costs, risk and timeframes

Keep in mind your original objectives and ensure the suggested strategy addresses those objectives.

Never accept or implement advice if you are not comfortable with it or the suggested products.

after reading your SOA...

It's up to you whether the adviser helps you implement the plan or if you do it yourself. Of course, you can call us for help with implementing any decisions relating to AvSuper – there are no fees for this, just friendly support and assistance.

Events like marriage, inheriting, divorce, retirement, having children and changing careers can be triggers to reviewing your financial plans with an adviser. It's also important to review your investments if your tolerance to risk changes.

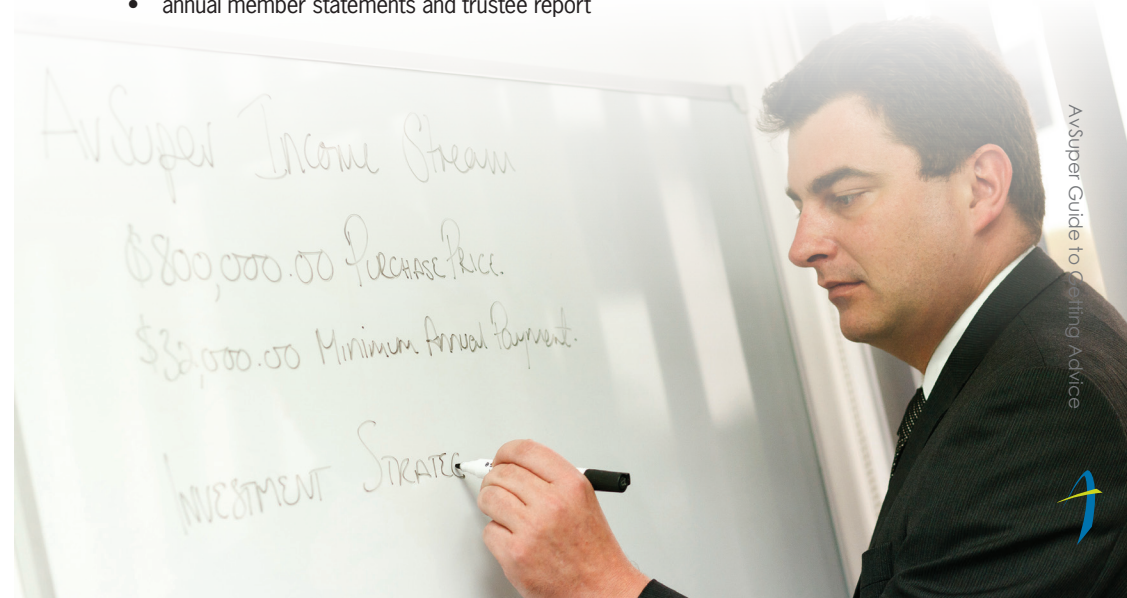
Keep reviewing it, just like you review your health or get your car tuned more than once in a lifetime. If there's one thing to be sure of, it's that things will change – and some of those changes will impact on your finances and on your super.

You can also choose to have regular reviews with your AvSuper adviser to keep everything on track and make allowances for changes in your circumstances and expectations.

continuing to learn

Investing and superannuation are complex subjects, and things change, too. So it's a good idea to maintain your knowledge in these areas, even after you've talked to a financial adviser. AvSuper offers a number of ways to help you stay informed:

- Fact sheets and informative articles on our website
- A monthly investment market update – and you can subscribe for an email update via the investment update page on our website, too
- Regular news and information – emailed to all members automatically
- annual member statements and trustee report



AvSuper Advice

how to get advice from AvSuper

For general advice (usually simple, factual questions), just call or AvChat with us and we'll help you straight away.

For more complex questions and to take your personal situation into account, you can make an appointment with an AvSuper Member Advice Consultant by calling, emailing, using AvChat or using our online booking form: www.avsuperadvice.com.au/book_appointment

our appointments...

Sit down with one of our consultants in Canberra during normal business hours.

Our consultants also talk to members around the country – refer to the advice section of our website for upcoming dates or contact us to ask when we'll next be in your area.

Otherwise, you can arrange an appointment to be held via phone, Zoom or FaceTime.

what does it cost?

The cost of our Member Advice Consultants providing general information about AvSuper accounts, including our investment options and your contribution options, is included within the administration fees for existing members.



Our income stream members can access an annual income stream check up - these are a great way to keep your income stream on track, just like you get regular health checks. These check ups do attract a fee to cover your entire financial situation.

Some more complex advice, such as planning retirement factoring in Centrelink entitlements, is generally a fee-for-service option. Your adviser will discuss any fees with you before providing the advice. Note that fees can be paid directly or from your AvSuper account (for advice about your AvSuper account only).

Want to grow your retirement income, even while in retirement?

Find out how to make informed investment decisions

Learn more about your insurance options

READ OUR
MEMBER GUIDES and
FACT SHEETS at
www.avsuper.com.au

other things to note...

Not happy with the advice from your AvSuper adviser?

1. Please contact your AvSuper Member Advice Consultant to discuss any issues, but if you have any complaints or concerns, you can contact us on 1300 128 751 or avsinfo@avsuper.com.au to discuss the issue.
2. If our discussions or suggestions don't satisfy you, write to Complaints Officer, AvSuper, PO Box 223, Civic Square, ACT 2608 or email avsinfo@avsuper.com.au. We will get back to you as soon as possible.
3. You may have the right to refer the matter to the Australian Financial Complaints Authority (AFCA), although they generally expect you to use AvSuper's complaints process first. You can call them on 1800 931 678.

AvSuper holds an Australian Financial Services License under the Corporations Act 2001 and is liable for services provided by its advisers. AvSuper also holds Professional Indemnity Insurance cover which (subject to policy terms and conditions) extends to the conduct of employees who no longer work for AvSuper, but who did at the time of the relevant conduct or service. These arrangements meet the requirements of the Corporations Act 2001.



AvSuper Advice



- Wondering if you should be switching options?
- Unsure about how much insurance will protect your family?
- Not sure whether an income stream would suit your needs?

AvSuper Member Advice Consultants can answer these questions, and more, so book your appointment* today!

Call 1300 128 751 for details or visit www.avsuper.com.au



Contact Us

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