



Your guide to AvSuper Corporate Membership

1 October 2021



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About this document

This Product Disclosure Statement (PDS) provides a summary of significant information about the features, costs, benefits and risks involved in investing your super in AvSuper; it includes references to other important information and you should consider this information before making a decision about the product.

This PDS does not describe all the conditions affecting the amount or availability of benefits, and is not a promise or guarantee of any particular benefit.

The information provided is general information only and does not take into account your specific financial needs or personal situation. You should assess our [Financial Services Guide](#) and your own financial position and personal objectives before making any decision based on this information. We recommend that you also seek professional and personalised financial advice.

This PDS has been issued by AvSuper Pty Ltd (ABN 46 050 431 797, AFSL 239078, MySuper authorisation 84421446069940), the Trustee of the AvSuper Fund (ABN 84 421 446 069). The Trust Deed of AvSuper is the final authority on the conditions governing the benefits described in this PDS. If the Trust Deed conflicts with this PDS, the Trust Deed will prevail. Information in this PDS (including information available online that forms part of this PDS) is subject to change from time to time and may be updated in the way described in this PDS. Any updates to information that is not materially adverse information will be available on our website www.avsuper.com.au and a printed or electronic copy (free of charge) can be given upon request.

You can visit www.avsuper.com.au/policies/privacy-notice to learn about our privacy policy which includes the collecting and handling of your personal information and your rights. Our target market determination is available at www.avsuper.com.au/policies/TMD



This icon refers to additional information which forms part of this PDS and is on or accessible from our website to help you understand AvSuper and superannuation. A corresponding icon can be found next to the relevant material on our website so please review the site regularly.

1. About AvSuper's Corporate Division

You've received this Product Disclosure Statement (PDS) as an accumulation member (or prospective member) in AvSuper's Corporate Division. Corporate membership is open to eligible employees of Airservices Australia and the Civil Aviation Safety Authority (CASA).

General AvSuper membership (as described in the [AvSuper Product Disclosure Statement](#) available on our website) is open to everyone, including your spouse, other family members, friends and other people from the aviation and associated industries. If you cease employment with your Corporate employer, you can still stay with AvSuper, however you will be transferred to the general membership division.

Welcome to AvSuper!

AvSuper is run only to profit members, does not pay commissions, charges competitive fees and maintains a strong focus on long term investment returns. AvSuper combines the best features of industry, corporate and retail super funds to provide you with the best of all worlds.

AvSuper operates in the best interests of and for the benefit of members (and their beneficiaries), many of whom are drawn from the aviation and aviation safety industries.

MySuper

AvSuper has been MySuper compliant since 1 July 2013. Members are defaulted to the Growth (MySuper) investment option upon joining unless an investment choice is made. All members can choose between this and other investment options listed in section 5 of this PDS and on our website.

Please refer to the [investment section](#) of our website for our MySuper product dashboard, and to the [About AvSuper](#) section for Trustee, remuneration and other Fund information we are required to provide to you.

As a profit-for-members fund, AvSuper provides a premium arrangement with personalised service, access to professional financial advice and easy to understand information about super.



Did you know...

- ... you can stay in AvSuper even if you stop working?
- ... any employer in any industry (or yourself if you are self-employed) can contribute to AvSuper on your behalf?



2. How super works

By building your super account, you are saving money to use in retirement, and super offers tax concessions you won't get from other forms of savings. Most Australians can choose a fund for their employer superannuation guarantee contributions.

You and/or your employer can start making super contributions to your AvSuper account as soon as it is established. There are Government limits on the total amount of contributions that can be made for you each year without additional tax penalties. The [understanding contribution limits fact sheet](#) on our website explains the Government limits that may apply to you.

Choosing to make additional contributions to your AvSuper account can make a huge difference to how much money you retire with. **AvSuper makes it easy for you to make contributions into your account, as long as we have your Tax File Number (TFN).**

Superannuation Guarantee (SG) contributions

Current legislation generally requires your employer to contribute a minimum level of super for you into your existing 'stapled' fund or a fund you nominate. For Corporate members, some awards and agreements have higher than legislated contribution rates.

Your employer's contributions (including any salary sacrifice contributions) are known as concessional contributions because tax concessions generally apply.

Salary sacrifice contributions[^] - pre-tax

If your employer agrees, you can make additional contributions from your pre-tax salary. This may help reduce your income tax but your personal circumstances (including tax and social security implications) will determine whether this strategy is appropriate for you. Remember these contributions count towards your concessional contribution limits.

Personal contributions[^] - after-tax

You can make personal contributions as one-off lump sums or as regular payments through your employer or bank (see [making contributions](#) on our website for details) and may be eligible to claim a tax deduction on them.

If you are 65 or above, you can also make a downsizer contribution* from the sale of your home*. Your personal (after-tax) contributions are also known as non-concessional contributions. **To accept your personal contributions, AvSuper must have your TFN.**

Contribution splitting

Splitting concessional super contributions with your spouse gives both of you super to draw on in retirement. Legislative rules apply to contribution splitting, including restrictions on how much super can be split. [Refer to our website](#) or call us for details.

[^] from 67 to 74 years, we can only accept personal, spouse or voluntary employer (including salary sacrifice) contributions if you confirm to us that you meet a [work test](#) (see our website).

Don't forget to read about risks on page 6 and on our website.

Spouse contributions[^]

AvSuper accepts contributions to your account from your spouse's bank account. You may also contribute for your spouse – your spouse is welcome to join AvSuper, if not already a member.

For AvSuper members, simply pay the contribution via BPAY or into AvSuper's bank account and tell us via our [online form](#). The money counts towards the contributions limit of the person receiving the contribution. Depending on income thresholds, the person making a spouse contribution may be able to claim a tax offset in an annual income tax return to the Australian Taxation Office (ATO).

Government contributions

If you make personal contributions to your AvSuper account, you may be eligible for a Government co-contribution to help build your super. Currently, to be eligible you must:

- have made super contributions during the financial year
- have a total income for the year under the relevant thresholds*
- have not held an eligible temporary resident visa at any time during the year
- have lodged an income tax return for the year
- be less than 71 years old at the end of the financial year
- have earned 10% or more of your total income from eligible employment and/or carrying on a business

The co-contribution is based on \$0.50 for every \$1 you make as a personal (after tax) contribution to your super, up to a total co-contribution of \$500. Salary sacrifice contributions count towards total income for the Government co-contribution income test.

Low income earners may be eligible* for a Low Income Superannuation Tax Offset (LISTO) of up to \$500 based on 15% of concessional contributions received during the year. This is separate to the co-contribution so eligibility for one does not influence the other.

A low and medium income tax offset of up to \$1,080 is also available to eligible* members.

Not eligible for a Government contribution?

Maybe your spouse and/or children are eligible – and they are also welcome to join AvSuper.

* please refer to our website for eligibility thresholds and other details.

Remember...

... you can easily check all super contributions paid to your AvSuper account using [AvSuper Online AOL](#), via our website. You can also switch investment options, eRollover from an old fund or update your details.





Accessing your super

Super is a long term investment, and access is legally restricted. The money you receive will be the sum of all contributions made in your name, plus any investment earnings (positive or negative) less all applicable fees and costs including tax and insurance fees, and any withdrawals you have made. Generally, you must reach your [preservation age](#) (as explained on our website) before you can withdraw your super.

You can take your savings as a lump sum or use part or all of it to purchase an income stream* (or pension) – you may be able to start an income stream even if you are still working. Please read our [Income Stream PDS](#) before making a decision.

Some or all of your preserved super may be accessed earlier in certain conditions including if:

- you suffer severe financial hardship as determined by Government rules
- you suffer a terminal illness condition (as defined in superannuation legislation)
- you are permanently incapacitated
- you are deemed eligible for release on compassionate grounds
- you are an eligible foreign national permanently departing Australia
- your total balance is under \$200
- you are eligible for the First Home Super Saver Scheme

Under Family Law legislation, your spouse (including a defacto or same sex partner) may be entitled to some of your super if you permanently separate or divorce. Individual circumstances vary so we recommend you discuss this with a legal adviser.

Legislation requires us to pay unclaimed and certain 'lost' super to the ATO.

If rolling some of your savings into another fund, a minimum \$6,000 remaining balance is required. You can only make one rollout in any 12 month period.

Legislation to prevent money laundering and financing terrorism requires us to obtain and verify your identity before paying out any super. The relevant withdrawal forms detail what is required. Payment may be delayed if these requirements are not met when requesting a withdrawal.

Your super for your beneficiaries

You can nominate one or many beneficiaries to get your super if you die before withdrawing it. Unless we have a complying binding nomination for you, the Trustee has the final say in who gets how much of your super. You can nominate any or all of your dependants (as defined in legislation) or a legal personal representative (your estate) via our [nomination of beneficiaries form](#). Please refer to [our website](#) for definitions and more details.

To minimise the short term risk of your super losing value, your super will be switched to our Cash investment option the day we receive written notification of your death.



3. Benefits of investing with AvSuper's Corporate Division

AvSuper is a cost effective way to save for your future retirement, with personalised service and access to premium member benefits and features such as:

- competitive fees and charges
- a focus on long term investment performance
- no entry or roll in fees
- member investment choice
- **experienced Trustee staff answer your calls** - not an anonymous call centre
- competitively priced death and disablement insurance cover - including cover without providing medical evidence (terms & conditions apply)
- short or long term voluntary income protection for eligible members in all occupation classes
- 24 hour access to your account information via [AvSuper Online \(AOL\)](#)
- personalised financial advice about AvSuper and your retirement options
- the choice of making binding or non-binding beneficiary nominations at no charge
- searches for any lost super, and help rolling them into AvSuper

Members leaving Corporate employment will be transferred to our general membership (effective on the termination date) without any increase in administration or investment fees and costs however, fees for your insurance cover will change if you retain Voluntary Cover.

Other member services

Regular communication

As long as we have your contact details, you will get regular information from AvSuper, including:

- an annual Trustee Report and member statement detailing your transactions
- regular emails containing updates and other items of interest
- notification of any material changes to this PDS and any other significant events

Most AvSuper communications will come by email unless you request otherwise.

The AvSuper website contains a wealth of information, including daily investment performance, forms and publications, plus the option of an online chat through AvChat.

Access to personalised super advice

As an AvSuper member, you can access **personal advice** about AvSuper and income streams* that takes into account your relevant personal circumstances. Our Member Advice Consultants will chat with you (in person, online or on the phone) then analyse your situation and give you written advice of the actions we think best suit you. Fees may apply to advice taking into account your personal situation. Call us for your appointment today!

* Maximum Income Stream balances apply by law. AvSuper Income Streams are issued by AvSuper Pty Ltd. Consider the relevant PDS at [www.avsuper.com.au](#) before deciding to acquire an AvSuper Income Stream.



4. Risks of super

While investment performance often varies year to year, your super usually grows in the long term and overrides short term market fluctuations. Don't just think about short term results for your super and retirement – look ahead and plan for the long term. Long term investment performance, such as over 5 or 10 years, gives you a better perspective. Our website shows our long term investment performance.

There are always risks associated with investing, including investing in super, and different investments have different levels of risk, depending on the assets of the option. Your chosen investment option will change in value over time and may perform differently at different times due to various economic and market factors.

How much risk your super faces is also influenced by factors such as your investment timeframe, age, investment choice, risk comfort, and what other income or assets you have. Assets with the highest long-term returns may also carry the highest level of short-term risk.

Each AvSuper investment option is exposed to some or all of the following risks to some degree, depending on which assets the option invests in:

- **Adequacy risk** - your super may or may not provide enough money for retirement
- **Currency risk** - AvSuper's international investments may be affected by changes in foreign currency or movements in the Australian dollar (not relevant for the Cash and Australian Shares options)
- **Inflation risk** - probability of an investment's cash flow being worth less in the future due to inflation causing changes in purchasing power
- **Legislative risk** - super and tax legislation change and these changes may affect your investment
- **Liquidity risk** - investments may be difficult to sell quickly (not relevant for the Cash option)
- **Market risk** - changes in investment markets due to economic or political factors may occur, possibly causing changes in the value of your investments
- **Switching risk** - trying to predict markets and frequently adjusting options risks crystallising losses in poor performing investments

Each investment option's risk level is shown in our [investment guide](#), and opposite for the Growth (MySuper) option. AvSuper invests with a long term focus and diversifies among several asset classes and investment managers in each asset class. This spreads the risk of an investment underperforming and allows us to take advantage of various investment styles. Our [current investment managers](#) are listed on our website.

AvSuper's investment managers occasionally use derivatives to reduce risk and transaction costs, and as an efficient means of exposure to asset classes. They are not used for speculative purposes or gearing. Risks include a fall in the derivative's value.

Note that past performance is not always a reliable indicator of future performance, returns are not guaranteed and the value of any investment option may rise and fall.

5. How we invest your money

AvSuper's investment choice enables you to choose one or a combination of our investment options. You can have your current balance and future contributions invested identically or in different ways. If you do not make a choice, you will be invested in the Growth (MySuper) option by default. Money is moved to the Cash option if and when we are advised a member has died.

No fees apply to switch (change) your super between our investment options at any time [via AOL](#) or by completing a [switch investment option](#) form.

Your investment in AvSuper is unitised. We allow for investment fees, indirect costs, transactional and operational costs, relevant taxes and any other relevant liabilities (actual or estimated) before setting our unit prices. You can learn more about unitisation, including current and historical unit prices, on our website.

AvSuper's Investment Options

- Growth (MySuper) (the default option)
- Conservative Growth
- Stable Growth
- Balanced Growth
- Diversified Index
- High Growth
- Cash
- Australian Shares
- International Shares

Each option has its own performance objective, investment strategy and risk/return profile as per our [investment choice guide](#). Pre-mixed options may contain international and local exposure at any time.

When choosing an option, please consider the likely return, the associated risk and your personal needs, risk comfort and investment timeframe.

The target asset allocation is a strategic guide and the allocation can vary within the ranges. We may change, delete or add new investment options at any time but will give members at least 30 days notice where required.

* Based on the Standard Risk Measure explained in our investment guide.

The Trustee does not specifically take into account labour standards or environmental, social or ethical considerations in the selection, retention or realisation of investments, nor does it require this of its investment consultants or underlying investment managers.

Growth (MySuper) (the default option)

Designed for members who accept medium risk with short term fluctuations in a diversified portfolio for higher long term returns.

Investment return objective

To achieve a return, after tax and fees, exceeding Consumer Price Index (CPI) increases by at least 3.0% pa over rolling 10-year periods.

Suggested minimum timeframe to hold this option:

5 years

Estimated Investment fee:

0.73% pa

Risk Level*	estimated frequency of negative annual returns in 20 years
High	4 to less than 6
	Risk band 6

Strategic asset allocation effective 1 October 2021

Asset Class	Allocation	Allocation Ranges
Australian Shares	27%	20 - 45%
International Shares	30%	20 - 45%
Real assets	21%	0 - 45%
Private markets	4%	0 - 15%
Alternatives	5%	0 - 30%
Diversified Fixed Income	11%	0 - 30%
Cash	2%	0 - 15%



You should read the important information about all of AvSuper's investment options before making a decision. Go to www.avsuper.com.au/micguide. The material relating to investment options may change between when you read this Statement and the day you acquire the product.

6. Fees and costs

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. Your employer may be able to negotiate to pay lower administration fees. Ask the fund or your financial adviser.

Find out more

If you would like to find out more or see the impact of the 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.

The above is a Government prescribed Consumer Advice Warning and fees are not negotiable as we operate on a profit-for-members basis. We may change or add new fees at any time without your consent, notifying members at least 30 days beforehand where required. Estimated fees may vary without prior notice. [Definitions](#) of fees are available on our website.

AvSuper runs only to profit members, focuses on strong, long term investment performance and charges competitive fees.

This section shows fees and other costs 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 Fund as a whole. Other fees, such as activity fees, advice 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 fees and exit fees cannot be charged. Taxes and insurance costs are set out in another part of this document. If you leave Corporate employment, you can continue insurance cover (at voluntary fees) as an AvSuper member.



You should read all the important information about our fees and other costs before making a decision because it is important to understand their impact on your investment - go to www.avsuper.com.au/fees. The material relating to fees and costs may change between the time when you read this Statement and the day you acquire this product.

From 1 July 2021, percentage-based administration fees are capped at a maximum of \$1,000 per annum.

AvSuper Corporate Division fees² for members invested in the Growth (MySuper) option

Type of fee	Amount	How and when paid
Investment fee ¹	0.73%* pa of assets	Deducted from gross investment returns before the calculation of unit prices
Administration fee ¹	\$59.80 pa plus 0.19% pa of account balance (to \$1,000 pa)	\$1.15 per week deducted from your account balance at the end of each month. Percentage fee is applied in the calculation of unit prices.
Buy-sell spread	Nil	N/A
Switching fee	Nil	N/A
Advice fees relating to all members investing in the Growth (MySuper) option	N/A	N/A - the cost of factual advice about AvSuper is included in the 'Administration fee'
Other fees & costs ³		
Indirect cost ratio ⁴	0.17%* pa	Deducted by underlying fund managers or in underlying investments we invest in and are reflected in unit prices

¹ If your AvSuper account balance is less than \$6,000 at 30 June, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

² These fees apply if you stay in AvSuper when leaving Corporate membership, but insurance fees will change. The investment fee may change if you switch options.

³ The other fees and costs that may apply relate to a family law split, personal advice fees (for more comprehensive advice incorporating your personal situation and objectives) and insurance. Refer to the 'Additional Explanation of Fees and Costs' at www.avsuper.com.au/fees.

⁴ Indirect costs do not include certain transactional and operational costs (approximately 0.10% pa) paid outside the fund.

* Estimate only

Example of annual fees and costs

This table gives an example of how fees and costs for the Growth (MySuper) investment option can affect your super investment over a one year period. You should use this table to compare this super product with other super products.

EXAMPLE: Growth (MySuper) option		Balance of \$50,000
Investment fees	0.73%	For every \$50 000 you have in the Growth (MySuper) option you will be charged \$365 each year
PLUS Administration fees	\$59.80 (\$1.15 per week) and 0.19% pa	AND you will be charged \$59.80 in administration fees regardless of your balance plus \$95
PLUS Indirect costs	0.17%	AND indirect costs of \$85 each year will be deducted from your investment
EQUALS cost of product		If your balance was \$50,000 then for that year you will be charged fees of \$604.80* for Growth (MySuper).

* Additional fees may apply, such as family law or advice fees. We do not charge buy/sell spreads.

GST payable by the Trustee (less reduced input tax credits) and stamp duty are included in the above fees, where applicable. Other taxes may apply (see page 10). Members receive the benefits of any tax deductions the Fund may get. **Advice fees may apply if personalised financial advice is requested from an AvSuper Member Advice Consultant. Any fees payable will be detailed in a Statement of Advice. You can contact us for fees relevant to your situation.**



7. How super is taxed

Many different tax rules apply to super and the following general summary is based on legislation at the date of this PDS. Applicable taxes are generally deducted from or taken into account in calculating your account balance. Special tax rules apply to Departing Australia Super Payments and terminal illness payouts.

Once age 60 you won't pay tax on cash withdrawals or income stream payments.

Contributions	15% is generally deducted from employer (including salary sacrifice) contributions and personal contributions where a tax deduction is claimed
Rollovers	no tax applies unless we receive an untaxed element which is taxed at 15% when we receive it
Investment earnings	generally taxed at a maximum rate of 15% during unit price calculations
Super withdrawals	some tax may be deducted as the money is withdrawn, depending on your age and situation
Death benefit lump sum	no tax for payments to a dependant (as defined by tax law); tax may be deducted before payment to non-dependants depending on what is included in the payments
Surcharge tax	no longer applied, but it may still be owed from previous years
High income earners tax	an additional 15% tax may apply to concessional contributions if your total income, including relevant concessional contributions, exceeds \$250,000 pa
Spouse offset	you may receive a tax offset of up to \$540 (as part of your annual tax return) for contributions you make to your spouse's account
Income Protection payments	Taxed at marginal tax rates and deducted by the insurer prior to payment
TPD payments	Tax may be deducted before payment on taxable components

Note that contributions above certain annual levels will have tax consequences. Depending on your circumstances, the ATO may levy extra tax or charges if you exceed concessional or non-concessional contribution limits. Refer to our [fact sheet](#) or the ATO website for information about the applicable tax rates and charges, and how they are payable. Some excess contributions can be withdrawn, however tax consequences may still apply. As excess contributions rules are complex, please speak to our Member Advice Team.

Tax File Numbers

AvSuper is authorised to collect your Tax File Number (TFN) to use only for lawful purposes (noting legislation may change) including disclosing your TFN to other super providers unless you request we don't do this.

You do not have to give us your TFN but it may be in your best interests to do so as without it all your concessional contributions will be taxed at a higher rate (plus Medicare levy), you can not make after tax contributions and it may be harder to find other super accounts to access all your retirement savings. You can request us (in writing or [via AOL](#)) to use your TFN to find any old super accounts you may have.



8. Insurance in your super

Although none of us wants to face a major injury, disability or death, having sufficient insurance cover to protect you – or your family – is an important financial consideration.



You should read the important information about AvSuper insurance, including eligibility, fees, types of cover, occupation classes, conditions and exclusions before making a decision. Go to [avsuper.com.au/insguide](#) and [avsuper.com.au/insfees](#). The material relating to insurance cover may change between when you read this Statement and the day you acquire the product.

AvSuper Corporate Cover

Corporate Cover is provided automatically to **eligible** Corporate members[#] when they join the Fund within 6 months of starting Corporate employment. Note that if you are aged under 25 or have an account balance under \$6,000 you are not eligible for Corporate Cover immediately but can **elect to have cover**. Once you are at least 25 and have a balance over \$6,000, Corporate Cover will commence. Corporate Cover provides you with basic protection against death (including terminal illness), total and permanent disablement (TPD) and total and temporary disablement (TTD). You cannot decline, cancel or change it, other than replacing TTD cover with voluntary Income Protection Cover.

You can see your cover on your annual statement or by [logging into AOL](#). Corporate death and TPD Cover is calculated as: $20\% \times \text{your future service to age 60} \times \text{your salary}^*$

"Future service" is defined as the number of years to your 60th birthday. For instance, if you are now 33.25, you have a future service of 26.75 years. The calculation relates to your age and recorded salary at the time of a claimable event. If you are working less than full-time, your cover will be calculated on your part-time equivalent salary.

The maximum Corporate Cover (the automatic acceptance level or AAL) without providing health evidence is currently \$1,500,000. We will contact you if your cover is above the AAL, and you will be insured for the AAL until your application is assessed.

For TTD cover, your monthly cover is calculated as 65% of salary* to a maximum of \$25,000 per month, payable for a maximum of one year after a 180 day waiting period.

Corporate Cover ends in some situations including your account balance falling below \$1,200, reaching 60 years, commencing active duty with any armed forces, leaving AvSuper Corporate (however transfer options may apply), residing overseas for more than 3 years[^], taking leave longer than 2 years[^] or becoming eligible for a death or TPD claim.

[#] Excludes members in the CSS. However, these members are eligible to apply for Voluntary Cover. Eligibility conditions include being an Australian resident and not having made nor being eligible to make a TPD or terminal illness claim.

*Your salary is defined as that provided by your employer as you start work and each 30 June (or as you start work and on your birthday if you have a defined benefit).

[^] Unless prior approval is obtained from our insurer.



Voluntary Cover options

As a Corporate member, you can also apply, and may be eligible*, for three types of competitively priced Voluntary Cover:

- death only cover - if under age 70, you can apply for as many units as you want
- death and TPD cover - providing you are under age 70, you can apply for age-based units (up to a maximum cover of \$3million TPD; death cover is unlimited)
- Income Protection (IP) - if eligible, short or long term IP cover may provide a monthly income of up to 75% of your salary (plus 10% for super contributions) if you are unable to work due to serious illness or disablement. It replaces your TTD cover.

Voluntary Cover application and adjustment forms are on our website or call us for one. You may be able to transfer any existing cover when you rollover from another Fund (conditions apply - see our website).

You may need to provide evidence of your health for the insurer to assess an application. And of course an ongoing duty of disclosure will apply ([full disclosure requirements](#) are on our website). If granted, Voluntary Cover commences on the date the insurer agrees to that cover in writing.

AvSuper insurance cover fees

There are costs associated with Corporate and Voluntary Cover, paid via a monthly deduction from your account. Our insurance cover fees are based on the type and amount of cover, your gender, age and occupation class (for Voluntary Cover). The following monthly fee range applies (other occupation classes fit within these ranges):

age	Corporate Cover - Death, TTD & TPD (per \$1,000)		Voluntary Death & TPD Cover (per unit)		
	Female	Male		Professional	Heavy Blue Collar
15	\$0.26	\$0.58	Death only	\$0.34	\$1.14
59	\$5.82	\$7.84	Death & TPD	\$0.51	\$1.70

The Trustee does not guarantee fees ([listed on our site](#)) will not vary, but we'll advise you of any changes. Corporate Cover fees increase as you age. The amount of Voluntary Cover provided by a unit decreases as you get older, unless you apply for a fixed amount of cover, in which case fees increase as you age. Refer to our [insurance guide](#) for details.

You cannot cancel Corporate Cover while a Corporate member, so the cost of this cover will be deducted from your account until you cease to be a Corporate member or cover ceases for some other reason.

Leaving AvSuper Corporate

If you leave AvSuper Corporate, you can stay as an AvSuper member and continue your insurance cover until it ceases for some reason. However, your TTD cover will end and your insurance fees will change. Refer to our website or insurance guide for details.

* Eligibility conditions include being an Australian resident and not having made or currently being eligible to make a TPD or terminal illness claim. Contact us if unsure of your eligibility.

9. How to open an account

A Corporate account is usually opened for you when your employer gives us details with your first contribution. No cooling off periods apply to Corporate accounts.

If you have an **existing defined benefit account**, you can also open a Corporate accumulation account by sending us a completed [corporate member application form](#). Corporate Cover will continue through your Defined Benefit. Please read our [Defined Benefit member guide](#) if you are considering closing your Defined Benefit account.

Your payroll number will also be your AvSuper member number and can be used immediately to arrange rollovers from other funds. You can arrange [access to AOL](#) via our website or by calling us for assistance.

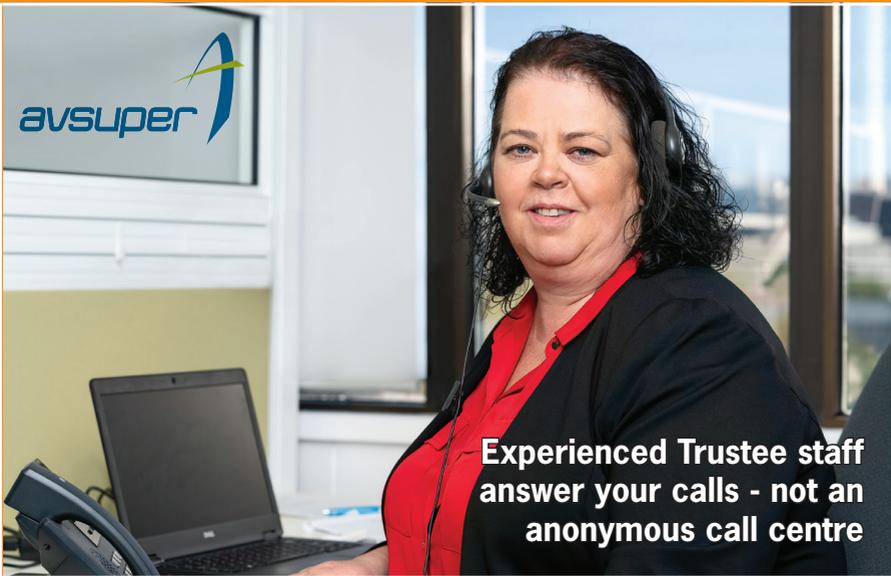
If you haven't already, you may want to nominate your beneficiaries or switch investment options. Please contact us for assistance or download the relevant forms from our website.

Enquiries and Complaints

Please contact AvSuper if you have any enquiries – our contact details are listed on the back cover. In most cases, enquiries can be answered over the phone. Answers to written enquiries will generally be provided within 5 days.

1. We work hard to help with your super, but if you have any complaints or concerns please contact us on 1300 128 751 or avsinfo@avsuper.com.au.
2. If our discussions or suggestions don't satisfy you, you can write to
Complaints Officer, AvSuper, PO Box 223, Civic Square, ACT 2608
OR [email avsinfo@avsuper.com.au](mailto:avsinfo@avsuper.com.au)
We will get back to you with a decision as soon as possible within 45 days of receiving your complaint (or 90 days for a death benefit distribution complaint).
3. You may have the right to refer to the Australian Financial Complaints Authority (www.afca.org.au), although they generally expect you to use AvSuper's complaints process first. They can be contacted for free on 1800 931 678 or info@afca.org.au.





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