



Product Disclosure Statement



Your guide to AvSuper Membership

30 November 2020



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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 superannuation in AvSuper; it includes a number of 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) that is not materially adverse information is subject to change from time to time and may be updated. Any updates to information that is not materially adverse will be available on 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.



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. We suggest you regularly check our website for updated information.

1. About AvSuper

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, as well as people who are self-employed, in other industries or not working at all. We invite you to join AvSuper, as outlined in this Product Disclosure Statement (PDS), at any time by [completing one simple form](#).*

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 (as listed in section 5).

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.

Employers can also choose AvSuper as their default - there are no complicated forms or binding agreements to complete, no fees to pay and you can choose when to make contributions (within Government rules). Please retain this PDS and refer to our website for more [employer information](#).

** Corporate members are transferred automatically to this Division when ceasing employment with their corporate employer.*

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?

... AvSuper accepts contributions from any employer in any industry and self-employed members?

Simply give your employer a member choice form (available from our website) to tell them to contribute to your AvSuper account, if you have choice of fund.





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 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 contribute to your account**, as long as we have your Tax File Number (TFN).

Superannuation Guarantee (SG) contributions

Current legislation generally requires your employer, if any, to contribute a minimum level of super for you into a fund chosen by you or your employer. Some awards and agreements have higher than legislated contribution rates.

Employer 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 beneficial for you. 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 our [making contributions web page](#) for details) and may be eligible to claim a tax deduction on them (refer to our tax deduction for personal contributions fact sheet for eligibility terms and information).

Your personal (after-tax) contributions are also known as non-concessional contributions. **To accept your personal contributions, AvSuper must have your TFN.**

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

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



Contribution splitting

Splitting your 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. Please [refer to our website](#) or call us for details.

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 non-concessional 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).

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.



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 personal 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 currently 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 co-contribution income test.

Low income earners may be eligible* for a Low Income Superannuation Tax Offset of up to \$700 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.

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



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 receive 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 provisions, your spouse (including a de facto 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.

Proof of identity requirements

Legislation to prevent money laundering and terrorism financing requires us to obtain and verify certain information 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 more beneficiaries to get your super if you die before you withdraw 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 or a legal personal representative via our [nomination of beneficiaries](#) form (or [visit AOL](#) for non-binding nominations). 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 from the day we receive written notification of your death.

* 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.

3. Benefits of investing with AvSuper

AvSuper membership 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 rollin fees
- member investment choice
- **experienced Trustee staff answer your calls** - not an anonymous call centre
- competitively priced death and disablement insurance cover - including Automatic Cover and pre-approved increases for specified life changes (eligibility rules apply)
- short or long term 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
- a number of convenient ways to make contributions
- the choice of making binding or non-binding beneficiary nominations
- searches for any lost super, and help rolling them into AvSuper

Other member services

Regular communication

As long as we have your contact details, you will receive 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!





4. Risks of super

While investment performance often varies year to year, your super generally 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(s) will change in value 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 any other income or assets you have. Assets with the highest long-term returns may 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 class. This spreads the risk of an investment underperforming and allows us to take advantage of various investment styles. Our current investment managers are 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.

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. All money is moved to the Cash option if we are advised of your death.

You can switch (change) your super between our investment options via [AOL](#) or by completing a [switch investment option](#) form. No switching fees apply.

Your AvSuper investment 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.

Before choosing an option, 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.

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, which exceeds Consumer Price Index (CPI) increases by at least 3.5% 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 5 Risk band 6

Strategic asset allocation effective 30 November 2020

Asset Class	Benchmark	Asset Allocation Ranges
Australian Shares	29%	20 - 45%
International Shares	33%	20 - 45%
Real assets	19%	0 - 45%
Private markets	7%	0 - 15%
Alternatives	5%	0 - 30%
Diversified Fixed Income	5%	0 - 30%
Cash	2%	0 - 15%

* 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.



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.

AvSuper runs only to profit members, does not pay commissions, charges competitive fees and maintains a strong focus on long term investment returns.

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. You or your employer, as applicable, 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 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 our 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 these fees are available on our website.



You should read the important information about our fees and other costs, including fee definitions, 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.

This PDS shows fees and other costs you may be charged. These fees and costs may be deducted from your money, your investment returns or 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.

AvSuper fees for members invested in the Growth (MySuper) option		
Type of fee	Amount	How and when paid
Investment fee ¹	0.73%* pa of assets	taken into account in the calculation of unit prices
Administration fee ¹	\$59.80 pa plus 0.19% pa of account balance	\$1.15 per week deducted from your account balance at the end of each month. Percentage fee taken into account 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 ²		
Indirect cost ratio ^{1, 3}	0.17%*pa	deducted by underlying fund managers or in underlying investments we invest in & 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 The other fees and costs that may apply relate to a family law split, personal advice (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

³ Indirect costs do not include certain transactional and operational costs (approximately 0.10% pa) paid outside the fund.

* Estimate only

AvSuper runs only to profit members, doesn't pay any commissions, has strong long term investment performance and charges competitive fees.

Example of annual fees and costs

This table gives an example of how fees and costs for the AvSuper 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% pa	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 each year regardless of your balance plus \$95
PLUS indirect costs for Growth (MySuper)	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. We do not charge buy/sell spreads.

GST payable by the Trustee (less reduced input tax credits) and stamp duty are included in the fees shown above, where applicable. Other taxes may apply (see page 10). Tax deductions for investment and insurance related expenses are reflected in unit prices to benefit members. **Specific advice fees may be paid to us if personalised financial advice is requested from an AvSuper Member Advice Consultant. Details of any fees payable will be set out in a Statement of Advice. You can contact us for fees relevant for your situation.**



7. How super is taxed

Many different tax rules affect 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 (DASP) 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
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
Contributions above set 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 the applicable tax rates and charges, and how they are payable. Some excess contributions can be withdrawn from the Fund, however tax consequences may still apply. As excess contributions rules are complex, please speak to our Member Advice Consultants.	

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 without it all your concessional contributions and drawdowns 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 you may have.

8. Insurance in your super

Although no one wants to face a major injury, disability or death, having sufficient insurance cover to protect you – or your family – is an important financial consideration. AvSuper gives eligible* members access to competitively priced insurance cover to provide an additional payout in case of your death, terminal illness, total and permanent disablement (TPD), or inability to work due to temporary disablement (conditions apply).



You should read the important information about AvSuper insurance, including eligibility, fees, cancelling cover, types of cover, occupation classes, conditions and exclusions before making a decision.

Go to www.avsuper.com.au/insguide and www.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.

Automatic Cover

Eligible* members automatically get two units of death and TPD cover (under the terms explained in our insurance guide). This provides \$168,000 (age 15) to \$11,000 (age 69) cover. If your employer has chosen AvSuper as their default super fund and you are eligible, you will receive full Automatic Cover. Otherwise, cover is provided as Limited Cover which excludes existing conditions for 24 months, reverting to Full Cover after that time if you are in active employment or when you commence active employment.

From 1 April 2020, if you are aged under 25 or have an account balance under \$6,000 you are not eligible for Automatic Cover but can [elect to have cover](#). Once you are at least 25 and have a balance over \$6,000, Automatic Cover will commence.

Cover levels and fees are detailed on our website. You can cancel or change your cover via the forms on our website; if you cancel your Automatic Cover within 60 days of joining, you will not pay any fees for that cover.

Voluntary insurance cover

As an AvSuper accumulation member, you can apply for, 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 \$3 million TPD; death is unlimited)
- Income Protection (IP) cover - if eligible, short or long term IP cover may provide a monthly income of up to 75% (plus 10% for super contributions) of your salary if you are unable to work due to serious illness or disablement

* Eligibility conditions include being an Australian resident and not having made or nor currently being eligible to make a TPD or terminal illness claim. Contact us if unsure of your eligibility.



Applying for AvSuper insurance cover is easy!

Voluntary Cover application and adjustment forms are available on our website or by calling us. Or you can apply via AOL - often with immediate approval! You may be able to transfer any existing cover when you rollover from another fund (conditions apply - see our website for details), or get pre-approved increases with eligible life changes.

You may need to provide health evidence for the insurer to assess your application (this will not impact any Automatic Cover you have). Of course an ongoing duty of disclosure will apply (full disclosure requirements are on our website). You can cancel or change your Voluntary Cover via the forms on our website.

If granted, Voluntary Cover starts on the date the insurer agrees to the cover in writing. AvSuper Voluntary and Automatic Cover ends if your account balance falls below \$1,200, the policy is ended, or if you reach age limits, commence active duty with any armed forces, chose to end it, leave AvSuper, reside overseas for more than 3 years*, take leave longer than 2 years*, or become eligible for a death, terminal illness or TPD claim.

Transferring from AvSuper Corporate

If you transfer from AvSuper Corporate, your Corporate Cover will be converted to units of Voluntary Cover based on your age, and your TTD cover will end. A different fee may apply and this will be communicated to you when you transfer.

Insurance cover fees

There are costs associated with insurance cover, which you will pay via a monthly deduction from your account. Fees for all of AvSuper's available cover are on our website. Two units of Automatic Cover will cost \$1.02 (professional occupations) to \$3.06 (heavy blue collar occupations) per week. Four occupation classes are available as described on our website - light blue collar fees apply unless you notify us otherwise. **Unless you cancel Automatic Cover, the cost of this cover will be deducted from your account.**

Depending on the type of cover, fees are based on your number of units, age and occupation class. Insurance fee tax deductions received by AvSuper are applied to your account. The Trustee does not guarantee fees will not vary, but we'll advise you of any changes. 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.

AvSuper insurance is a cost-effective way to protect your family's financial future

Eligible members in high risk occupations, including air traffic controllers and aviation fire fighters, can access the full range of AvSuper insurance.



**Visit our website
for information**



**Book a personalised
advice meeting**

You may be eligible to transfer your insurance cover when you roll your super into AvSuper (and you can eRollover online, too)

9. How to open an AvSuper account

Simply complete an AvSuper membership application* and forward it to us. If AvSuper is your employer's default super fund, they will generally enrol you by giving us your details.

Your initial contribution can be made via a personal contribution, a spouse contribution, rolling over from another super account (including from AvSuper Corporate) or your employer. You can use a Member Choice Form* to let your employer know where to make super contributions for you. If you wish to apply for insurance cover (refer to section 8), please complete a Voluntary insurance application* or log into AOL.

Once your account is established, you will send your member number with other information about your account. We can provide this number sooner if you wish to arrange rollovers from other funds. You can access AOL via our website or by calling us for help.

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.

If you are transferring from AvSuper Corporate, your money will be invested in our Growth (MySuper) option (as described on page 7) unless you have made a choice in AOL or via a Nominate/switch investment options form*.

What if I change my mind after joining?

If you change your mind about joining AvSuper during the 14 day cooling off period, you can cancel your membership and no dollar based administration fees will apply but other fees, costs, taxes and investment returns may affect the balance we transfer to your nominated super fund - we can't give it to you as cash. Note this is only for employers, non-employer sponsored members and self-employed members, and excludes members transferring from AvSuper Corporate. The cooling off period starts when we tell you we have accepted your application or five days after we accept it (whichever is sooner).

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 five 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
We will get back to you with a decision as soon as possible.
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 at no charge on 1800 931 678 or info@afca.org.au.

* Available from our website

* unless prior insurer approval obtained



Understanding your super... ...now and in retirement

Experienced Trustee staff answer your calls
- not an anonymous call centre

www.avsuper.com.au



Contact Us

Phone: 1300 128 751 or 02 6109 6888
Email: avsinfo@avsuper.com.au
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