

Financial Services Guide - General Advice

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This Financial Services Guide (FSG) is an important document. It is designed to assist you in deciding whether to use any of the services offered in the guide. It contains information about our services, how our representatives are remunerated, and your rights as a client, including our complaints system.

If you have not already received a copy of the Club Plus Superannuation Product Disclosure Statement (PDS), which sets out the main services, features and benefits of the Club Plus Superannuation Scheme, you can get a copy by calling **1800 680 627** or from clubplussuper.com.au/pds

The PDS will generally be provided to you when you become a member of Club Plus Super.

Who is the provider of the financial service given to me?

Club Plus Superannuation Pty Limited (Club Plus Super), the Trustee of Club Plus Superannuation Scheme, is the provider, through its representatives, of the financial services detailed below.

Who will be responsible for the advice given to me?

Club Plus Super holds an Australian Financial Services Licence (AFSL 245362) under the Corporations Act 2001, and is liable for services provided by its representatives.

What financial services are available to me?

Club Plus Super and its representatives provide general financial product advice about superannuation.

What is general financial product advice?

General financial product advice does not take into account your particular financial needs, circumstances or objectives and because of this you should assess your own financial situation and read the PDS before making a decision based on the advice.

How will I pay for the service?

The cost of providing this financial product advice is included in the fees charged for membership of Club Plus Super. Club Plus Super does not charge any additional fees or obtain any commissions for the advice provided.

What commission/fee does my representative receive?

The representatives are employees of Club Plus Super and are paid a salary. They do not receive commissions, fees or bonuses for the services that they provide to you. Any bonuses provided to the representatives are based upon other factors.

Do any relationships or associations exist which might influence Club Plus Super providing me with general financial product advice?

Club Plus Super does not have any relationships or associations which may influence Club Plus Super providing you with advice.

Financial Services Guide - General Advice (cont.)

When you get our advice

Will you give me advice that is tailored to my investment needs and financial circumstances?

No. General advice does not take into account your particular needs, circumstances or objectives.

Privacy

The privacy and security of your personal information is important to us at Club Plus Super. Your information will be collected and handled in accordance with our privacy policy. The Club Plus Super privacy policy and privacy collection statement are available at clubplussuper.com.au/privacy-policy

Professional Indemnity Insurance

Club Plus Super holds Professional Indemnity insurance which complies with the requirements of section 912B of the Corporations Act 2001 (Clth). This insurance provides cover for claims arising from the conduct of current employees and employees who no longer work for Club Plus Super but who did at the time of the relevant conduct.

What if I have a complaint?

If you are dissatisfied with any aspect of the product or service of the Fund, please contact us:

Phone: 1800 680 627

Mail: The Complaints Officer
Club Plus Superannuation
Locked Bag 5007
Parramatta NSW 2124

Email: member@clubplussuper.com.au

We will attempt to resolve your dispute as soon as possible within the required time frames (45 days). If you do not receive a response from us or you are not satisfied with the response, you may contact the independent external dispute resolution scheme listed.

The Australian Financial Complaints Authority (AFCA)

In all cases we encourage you to go through our internal dispute resolution process first before you escalate a dispute to AFCA.

Australian Financial Complaints Authority

Mail: GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Web: www.afca.org.au

Club Plus Super Contact Details

Phone: 1800 680 627

Email: member@clubplussuper.com.au