Product Disclosure Statement

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Contact details for GuildPension

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This Product Disclosure Statement (PDS) is issued by Equity Trustees Superannuation Limited (ABN 50 055 641 757; AFSL 229757; RSE Licence L0001458) as trustee of Guild Retirement Fund (ABN 22 599 554 834) ('the Fund'). References to 'we', 'us', and 'our' in this PDS are references to the trustee. GuildPension is a product in the Fund.

This PDS is a summary of significant information you need to consider before making a decision about investing in GuildPension (USI: 22599554834799).

This PDS and the *Target Market Determination* for GuildPension can be found at **www.guildsuper.com.au** or provided on request by contacting us on 1300 361 477 (free of charge).

The information in this PDS is general information only and does not take account of your personal financial objectives, situation or needs. You should obtain financial advice that is tailored to your personal circumstances before making a decision about GuildPension.

The information in the PDS is up-to-date at the date of preparation, however it is subject to change from time to time. If a change is made to information that is not materially adverse, the PDS may not be updated. Updated information may be published at **www.guildsuper.com.au**. You may request a free paper copy or electronic copy of any updated information by calling us on 1300 361 477. We may issue a Supplementary Product Disclosure Statement to update information in this PDS.

The PDS can only be used by people receiving it (including electronically) in Australia. Applications for a GuildPension account from outside Australia will not usually be accepted.

The Investment Manager for this product is Future Group Investment Management Pty Ltd (ABN 55 621 040 702, AFS Representative No. 001271441), and the Promoter is Guild Super Services Pty Ltd (ABN 79 672 642 394; AFS Representative No. 001306706) ('the Promoter'). Both the Investment Manager and Promoter are Corporate Authorised Representatives of Future Group Financial Services Pty Ltd (ABN 90 167 800 580; AFSL 482684).

The trustee, nor any of its related entities, guarantees your investment in the product. The trustee does not in any way endorse, warrant or accept responsibility for any services to members provided by or on behalf of the Promoter in its own right.

Any statements in this PDS that have been made by, or are attributable to, a third party appear in the PDS with the consent of that third party.

1. About GuildPension

GuildPension is a pension product available from the Fund with the mission to help you get the most from your super, keeping things simple and helping you achieve the best possible lifestyle once you retire. The Fund has a particular focus on the financial wellbeing of members and their families.

GuildPension can help you achieve your retirement goals regardless of whether retired life is a few years away or just around the corner.

There are a range of investment options and flexible income payment options to help you manage your super savings in retirement in the form of an account-based pension.

> **IMPORTANT: The type of pension and pension investments that may be suitable for you will depend on your personal circumstances. As pensions are complex and give rise to different taxation and social security implications, depending on your personal situation, we recommend that you consult with a financial adviser.**

It is important that you feel empowered to make a great decision about your super. We aim to make this PDS as transparent and easy to read as possible, while including all of the legally required information. Please call us on 1300 361 477 or email us at **info@guildsuper.com.au** if you would like more information to help with your decision.

More information about the trustee, the Fund and this product including the trustee's key management personnel remuneration, the Fund's trust deed, Fund report and portfolio holdings information and other required disclosures is available at **www.eqt.com.au/superannuation/board-and-governance** and/or at **www.guildsuper.com.au**.

Access to advice

You can access limited personal advice regarding transition to retirement, pension options and the impact of 'Age Pension' benefits via a Coach service for an additional fee paid directly by you. Contact the Coach team on 1300 262 240 if you are a current or former GuildSuper member, or 1300 262 249 if you are a current or former Child Care Super member. Any limited advice is provided by or on behalf of Future Group Financial Services Pty Ltd (ABN 90 167 800 580; AFSL 482684) and not the trustee.

Online access

Reviewing your superannuation regularly is one of the best ways to track its progress and take ownership of it. When you join as a member, you will be given access to a secure member online account, so you can manage and check in on your super anytime, anywhere, on any device. You can also access support and education to help you understand, grow and protect your super with tools (including helpful calculators) and content made available by the Promoter at **www.guildsuper.com.au**.

Trust Deed

GuildPension is governed by a Trust Deed which sets out the rights of members and beneficiaries, and the rights, duties and responsibilities of the trustee. In the event of any inconsistency between the PDS (including this document) and the terms of the Trust Deed, the terms of the Trust Deed will prevail.

You can obtain a copy of the Trust Deed free of charge by calling 1300 361 477 or by email at **info@guildsuper.com.au**.

From time to time, the trustee may determine to amend the Trust Deed as circumstances change, such as to reflect changes in legislation. The trustee can generally amend the Trust Deed without your consent if:

- The amendment does not reduce the existing accrued benefits of members or beneficiaries; or
- All relevant consents as required by law or by the Trust Deed are obtained; or
- In the opinion of the trustee, the principal purpose of the amendment is to better enable the Fund to comply with super law.

Reporting

As a member, you will receive or be given access to the member and Fund level information as required by law.

Annual Member Information

We prefer to communicate with our members electronically. The sorts of information we send can include significant event notices, your Annual Member Statement, and transaction confirmations. Information can be sent via email, or by making the communication available on the website or on your member online account and notifying you when the information is ready to view. We may notify you electronically or by post, depending on your preference and what contact information we have for you. You can opt out of electronic communications and change your contact preferences online or by contacting us. We're happy to send you printed copies of any information upon request free of charge.

Following the end of each financial year you'll receive or have access to an Annual Member Statement, which provides a summary of your super benefit as at the previous 30 June. Annual Member Statements will be uploaded to your member online account. You will receive an email directing you to login when your statement is ready. The transactions that will appear on your statement include (where applicable): balance at the end of the previous year; pension payments, investments earnings (net of relevant fees, costs and taxes); withdrawals, fees and costs, and tax deducted from your account and the balance at the end of the year.

Annual Fund Information

Each year, you will have access to a Fund Report that will provide you with information on the management and the financial position of the Fund as at the previous 30 June. The Fund Report will be available from **www.guildsuper.com.au**. You may request that a copy be sent to you (free of charge) by post or in electronic form.

Other information about the Fund (e.g. Financial Statements, Auditor's report) and the trustee (e.g. Director's report) is available at **www.guildsuper.com.au**

Exit Information

When you cease to be a member of, or close an account in GuildPension, you will receive an Exit Statement and, if applicable, a Rollover Benefit Statement and/or a PAYG Payment Summary.

If you require any further information, phone 1300 361 477.

2. How the GuildPension works

IMPORTANT: This section of the PDS summarises the key features of this product, depending on the type of pension you acquire. Account-based pensions are subject to pension standards in Government legislation which must be adhered to by the trustee. This PDS does not describe all of the pension standards. In the event of any inconsistency between the PDS and the standards, the standards will prevail.

Eligibility to start a pension

Your accumulated super savings can be used to start a GuildPension account to provide you with an income in retirement.

You can invest accumulation super savings you hold (including super savings arising from the payment of insured benefits) in a pension with a rollover (or transfer) from another account you hold in the Fund and/or another super fund if you are an Australian citizen, New Zealand citizen or permanent resident of Australia[1]. and:

- are permanently retired[2] and have reached your preservation age[3].
- cease an employment arrangement at or after reaching age 60[3];
- are age 65 or over (whether or not you have retired)[3];
- are permanently incapacitated or suffering a terminal medical condition, at any age, as defined in superannuation legislation[3], or,
- have reached preservation age (irrespective of your employment status) and are investing in a transition to retirement pension (TTR pension).

See the *Preservation age* section below for more information.

Preservation age

The preservation age is set by the Government and determines when you can access the preserved component of your super. If you are born on or after 1 July 1964, your preservation age is 60. Note: Anyone born before this date has already reached their preservation age.

Types of pension account

There are two account-based pension options that can pay you a regular pension income stream out of your super money, subject to the rules and limits set by the Government:

Retirement pension

This type of account is for those who have retired from the workforce or are otherwise able to access their super savings without restriction (i.e. nil cashing restrictions apply). You can find out more information about the preservation rules at **www.moneysmart.gov.au**. The investment earnings in a retirement pension are generally tax free, up to a limit called the transfer balance cap.

The transfer balance cap is the limit that the Government sets on the amount of super that can be transferred by an individual (across all super accounts they hold) to the tax-free retirement phase. If you exceed your transfer balance cap, you will personally have to pay additional tax. Refer to the *How pensions are taxed* section of this PDS for more information about tax.

The amount of your transfer balance cap depends on your personal circumstances. For more information, please refer to the **ATO's website**.

Transition to retirement (TTR) pension

This type of account is designed for people who are planning to retire but may want to continue working after they've reached their preservation age (see above). A TTR pension can be set up with preserved and/or non-preserved super benefits as long as, (from 1 July 2024) you are at least age 60. The investment earnings in a TTR pension are taxed at the concessional superannuation rate of up to 15%. Your TTR pension can be converted to a retirement pension once you meet another condition of release with nil cashing restrictions. It will convert automatically to a retirement pension once you turn 65.

Opening your pension account

You will need a minimum of $10,000 to start a pension account.

There are some important items to consider when applying for a pension account.

Seeking financial advice

Preparing for retirement is an important stage in life and getting financial advice is very important. There's lots to consider with your finances, especially your super. Depending on your circumstances you may need to make your super last as long as possible in retirement while providing you with the income you need to maintain your desired lifestyle. There may also be social security and taxation matters for you to consider, depending on your circumstances.

If you have a financial adviser, they can help you make decisions about your super and pension options, and a wide range of other financial matters. For personal taxation advice, you may also need to consult a taxation adviser.

For information about social security, you can also contact the Department of Human Services' Financial Information Service (FIS) officers on **132 300**.

You can access limited personal advice regarding transition to retirement, pension options and the impact of 'Age Pension' benefits via a Coach service for an additional fee paid directly by you. Contact the Coach team on 1300 262 240 if you are a current or former GuildSuper member or 1300 262 249 if you are a current or former Child Care Super member. Any limited advice is provided by or on behalf of Future Group Financial Services Pty Ltd (ABN 90 167 800 580; AFSL482684) and not the trustee.

1. *Generally, temporary residents are not eligible to open a pension account. Some limited types of visa holders can apply. Contact us for further information.*
2. *Permanently retired is defined as a genuine intention to never work full time or part time again (where part time means working at least 10 hours per week).*
3. *Nil cashing restrictions apply in these circumstances.*

Funding your pension account

It helps to get all of your super rollovers and contributions together before investing in a pension (since you cannot add or contribute to a pension account once it has started).

Your pension account can be made up of any of:

- An amount transferred from your existing accumulation account that you hold with the Fund;
- An amount transferred from an account you have with another complying super fund.

To transfer super benefits from another superannuation fund, complete the relevant sections of the *Pension Application* form. Alternatively, if you have an existing accumulation account with the Fund, you can transfer the benefits into that accumulation account by using a separate rollover form which can be downloaded from **www.guildsuper.com.au**. If you have a MyGov account, you can also use it to rollover your super into your accumulation account that you hold with the Fund.

If you have multiple super accounts to transfer, or wish to make an additional contribution, you must first consolidate these amounts into a single accumulation account in the Fund before commencing your pension. You should identify the sources and amounts you will be using to commence your pension by completing the relevant section of the *Pension Application* form. If you don't already have an accumulation account, you can open a GuildSuper superannuation account in the Fund. You should first read the *GuildSuper PDS* and *Target Market Determination* available at **www.guildsuper.com.au** to determine if the product is right for you.

Call us on 1300 361 477 if you need assistance in getting your funding together to start your pension account.

> **IMPORTANT: Before closing any other superannuation account that you may have, you should consider what costs you may incur, what benefits you may lose or any other significant implications of closing your account (for example, loss of insurance cover). For advice that takes into account your financial situation, needs or objectives, we recommend you consult with a financial adviser. If you don't have a financial adviser, contact the Coach team on 1300 262 240. Advice fees may apply payable directly by you. For further information refer to the *Fees and costs* section of this PDS for more information about advice fees.**

Transfer balance cap

The Government has imposed limits on the amount that can be transferred into retirement phase pension accounts, known as your 'transfer balance cap', without incurring additional tax. You will need to ensure that the total amount of superannuation transferred to your pension account (along with any other pension accounts you hold) does not exceed your transfer balance cap. Any amount of super you have above your transfer balance cap can be retained in an accumulation account and/or be taken as a lump sum payment. The general transfer balance cap for the 2024/25 financial year is $1.9m.

The transfer balance cap may be subject to indexation over time, as determined by the ATO. Your personal transfer balance cap depends on when you first commenced a retirement pension and your personal circumstances and will be calculated by the ATO. You are able to view your personal transfer balance cap in the ATO's online services (via your MyGov account).

Impact of investment earnings if you have reached the transfer balance cap

If the balance in your retirement phase income streams grows over time through investment earnings to more than your transfer balance cap, then this won't mean you exceed your cap.

If the balance in all retirement phase income streams you hold reaches your transfer balance cap, and your account is reduced by negative investment earnings, then you cannot commence another retirement phase pension to top-up the loss.

Ultimately, it is your responsibility to keep track of the amount of superannuation you transfer to all the retirement phase income streams you have so you do not exceed your transfer balance cap.

Adding to your pension account

Superannuation law prevents additional money from being added to your pension account once it has commenced.

If you wish to transfer additional accumulated super savings into a pension income stream, there are two options available to you:

- You can start a separate (additional) pension account in the GuildPension; or
- You can 'roll back' your existing pension account into an accumulation account that you hold with the Fund, transfer the additional accumulation savings to that account, and then use the full amount to commence a new pension account in the GuildPension.

You can have more than one pension account in the GuildPension if you wish, subject to any tax implications arising from your transfer balance cap (explained above) or other personal circumstances. You should consider consulting a taxation adviser for personal taxation advice. You should also consider the fees and costs associated with rolling back your existing pension account or having multiple accounts.

Impact on social security benefits

If you receive, or intend to receive, social security benefits, you should be aware that an investment in this product might affect your entitlement. We recommend you seek financial advice before investing.

Generally, to qualify for the Age Pension, you are assessed under two Government tests:

- the Income Test; and
- the Assets Test.

In order to qualify for the maximum Age Pension amount, you need to pass both tests. The test which gives you the lowest entitlement determines the amount of Age Pension you receive.

The balance of your pension account is included in the determination of your assets for the purposes of the Assets Test.

For the Income Test, your pension account may be deemed to generate a certain level of income based on a deemed rate of return. This rate of return is assumed to apply even if the actual amount of income you receive from the pension is greater or less than the deemed level of income.

Determining your social security entitlements and the effect your superannuation pension may have can be a complex topic. You should discuss your financial objectives and circumstances with a financial adviser before making a decision to open a pension account.

> **IMPORTANT: As the rules for social security entitlements are complex, we recommend you contact Centrelink on 13 23 00 to ensure you maximise your social security entitlements or consult with a financial adviser.**

Choosing your pension income and frequency

IMPORTANT: Your pension may not last for the rest of your life. How long your pension lasts will depend on factors including the amount you initially invest, the amount and frequency of your pension payments and any lump sums you withdraw (where permissible), the investment performance of the product (which may be positive or negative) as well as fees and costs.

You can select the frequency and amount of income you wish to receive each year from your GuildPension account, within the limits set by the Government.

Frequency of payments

As a GuildPension member you can choose the frequency of your income stream payments from the following:

- twice monthly
- monthly
- quarterly
- half-yearly, or
- yearly.

If you do not nominate a pension payment frequency, then you will be paid monthly.

Pension payment limits

Minimum limits

The Government sets a minimum pension payment you must receive from your pension account each financial year. You must receive at least one pension payment each financial year. If you commence a pension before 1 June, the pension payment will be a proportion of the required minimum payment for that year. However, if you commence your pension on or after 1 June, no minimum payment is required until the next financial year.

The minimum annual pension payment that you must take each year is a percentage of the balance of your pension account determined according to your age as calculated on commencement of your pension and then as at 1 July in each subsequent year.

The table below sets out the applicable percentage factor used to calculate the minimum amount payable each year.

Superannuation pension payment factors

Age	Minimum % withdrawal
Under 65	4%
65-74	5%
75-79	6%
80-84	7%
85-89	9%
90-94	11%
95 or over	14%

Note: Factors are correct as at the date of preparation of this PDS. From time to time, the Government has reduced the annual minimum payment factors set out above. If the pension payment factors are varied in future, we will publish the applicable payment factors at **www.guildsuper.com.au**.

Maximum limits

There is no maximum payment limit applicable to our retirement pension.

The TTR pension is subject to a maximum pension payment limit of 10% each financial year.

The maximum annual pension payment limit that applies each year to a TTR is a percentage of the balance as calculated on commencement of your pension and then as at 1 July in each subsequent year.

Nominating a pension amount

You can nominate the amount of your annual pension, subject to applicable limits set by the Government.

If you don't nominate the amount that you want to receive as a pension payment, the default amount will be the minimum limit prescribed by the Government.

If you nominate an amount that is inconsistent with Government limits, we will adjust the amount paid to you to ensure the limits are adhered to.

Unless you request an alteration, your pension payment nomination will continue to apply each financial year, adjusted to reflect changes to your age and the Government limits. We will inform you of your new amount and limits at the start of each financial year.

You can change the frequency of payments and amount anytime by logging into your online account. Alternatively, you can call us on **info@guildsuper.com.au** for assistance.

If we receive your request at least fifteen days before the next scheduled pension payment date, we can make the change for the next payment. Otherwise, the change requested will be effective from the following pension payment date. Pension payment dates are explained below.

IMPORTANT: We reserve the right to delay or suspend pension payments, including where unit pricing information is unavailable or unreliable or it would not be in the best financial interests of members of the Fund or this product to process pension payments.

How and when payments are made

Income stream payments will only be made by electronic funds transfer (EFT) to your nominated Australian bank, building society or credit union account on the 24th day of the month (for monthly, quarterly, half-yearly and yearly payments), or the business day prior if the 24th falls on a weekend or public holiday.

If you nominate twice monthly payments, then your payments will be made on the 10th and 24th of the month, or the business day prior if the 10th or 24th falls on a weekend or public holiday.

You must nominate an Australian bank, building society or credit union in your application. This account must be in your name and can include an account you hold jointly. Payments cannot be made in cash, to an international bank account or a third-party account.

If you need to change your nominated bank, building society or credit union, you will need to complete and return a *Change of details* form to us, available at **www.guildsuper.com.au**.

Pension payment amounts are withdrawn proportionately from both the taxable and tax-free components of your pension account. You cannot nominate the amount you will draw down from these components. For more information, see the *How your super is taxed* section of this PDS. If your pension account is invested in multiple investment options, you can nominate a 'drawdown strategy' (see below).

Where you start a TTR pension account with both preserved and non-preserved superannuation monies, payments are first made from any unrestricted non-preserved monies, then from restricted non-preserved monies and finally from any preserved monies.

Choosing how to invest your pension

You can choose an investment option or a mix of options that suit you. See the *Investment* section of this PDS for information on the available investment options.

If you do not make an investment choice or your investment choice is unclear, your account balance will be invested in the Balanced investment option.

Once you've commenced your pension, you can switch your investments at any time using your member online account.

Choosing your drawdown strategy

If you select more than one investment option for your pension account, you can choose which investment options you'd like us to draw your pension payments from. We'll redeem units from these options when payments are due.

If you don't choose your drawdown preference, your drawdown strategy will be set to match your chosen investment strategy. If you change your investment strategy after commencing your pension, you may want to consider adjusting your drawdown strategy as we will only drawdown from investment options in which you have an available balance. If there is an insufficient balance remaining in an investment option you have selected as part of your drawdown strategy, we will drawdown the payment by redeeming units on a proportional basis across all the investment options you hold in your account. This strategy will continue until we receive an updated drawdown preference from you.

Any fees and costs deducted directly from your account will be paid by redeeming units on a proportional basis across all the investment options you hold in your account.

You can change your drawdown preference using your member online account.

Making lump sum withdrawals from your pension account

For a retirement pension you can withdraw (or commute) all or part of the balance of your pension account at any time. Lump sum withdraws are subject to a minimum of $1,000.Generally, before a pension account can be commuted, a minimum pro-rata pension payment must be made for that financial year, unless the commutation arises due to the death of the recipient or in other limited circumstances prescribed by superannuation legislation.

If you have a TTR pension, withdrawals are not permitted unless very limited circumstances exist. For example:

- if your account comprises any unrestricted non-preserved amounts
- to satisfy a family law payment split, and/or
- severe financial hardship or specified (compassionate) grounds.

However, you can rollover or transfer your TTR pension to another pension product, or back into an accumulation account.

Eligible lump sum cash withdrawals may be counted towards the annual minimum payment limit applicable to all account-based pension accounts and the 10% maximum annual payment limit applicable to TTR pension accounts (depending on the nature of the withdrawal).

Steps in requesting a withdrawal

You can obtain the current withdrawal value of your pension account via your online account or by calling us on 1300 361 477. When you make a partial withdrawal from your pension account, the amount payable must comprise amounts withdrawn proportionately from both the taxable and tax-free components of your pension account. You cannot nominate the amount you will draw down from these components. For more information, see the *How pensions are taxed* section of this PDS.

You can request a lump sum cash withdrawal by logging into your online account. You may be required to provide us with proof of your identity (e.g. online validation of your driver's licence, Medicare card etc.).

Withdrawal payments to you will only be made by electronic funds transfer (EFT) to your nominated Australian bank, building society or credit union account. This account must be in your name and can include an account you hold jointly. Payments cannot be made in cash, to an international bank account or a third-party account. Once your withdrawal request has been processed, we will send written confirmation to you.

IMPORTANT: As trustee, we may suspend or delay the processing of a withdrawal including where unit pricing information is unavailable or unreliable or it would not be in the best financial interests of members of the Fund or this product to process withdrawals. For example, this may occur in the case of a large withdrawal or payment, or in certain other situations, such as the illiquid nature of some underlying investments which are not able to be converted into cash within a reasonable time.

Portability within Australia

Your pension account balance may be transferred to another complying superannuation product at any time.

Under portability arrangements, you can generally rollover or transfer part or all of your superannuation accounts into another fund of your choice. The portability rules allow us to refuse a portability request in some circumstances; for example, where an amount of less than $1,000 will be left in your account after the transfer.

The time period for processing transfer requests is usually 3 business days from the date of receiving the request and all the relevant information required to effect the transfer, however a longer processing time may sometimes occur.

If you request to transfer your account to another fund, we must be satisfied that you have received or know that you can request all the information you reasonably need to understand the impact that actioning your request may have on your benefits. If you require any further information prior to making a portability request, contact us on 1300 361 477 or via email at **info@guildsuper.com.au**.

Nominating beneficiaries

In the event of your death, the remaining balance of your pension account will generally be paid to your dependants and/or legal personal representative, subject to any nomination of beneficiaries that you have made.

There are three death benefit nomination options available in a GuildPension account:

- Reversionary
- Binding
- Non-Binding

You should review your beneficiary nomination/s regularly as circumstances can change.

Reversionary nomination

A reversionary nomination allows you to nominate your spouse (including a de facto spouse of the same or opposite sex) or child[4] to continue to receive your pension payments as a tax effective income stream (called a 'Reversionary Pension') upon your death.

Unlike binding and non-binding death benefit nominations, which can be made and varied at any point in time, a reversionary nomination can only be made at the time you set up your pension account. It takes precedence over all other types of death benefit nominations relating to your pension account.

Upon your death, your spouse will need to provide us with some basic supporting documents and provide evidence that the reversionary beneficiary nomination is still valid i.e. they were still your spouse at the date of death.

A reversionary nomination does not need to be renewed, but you should review your nomination if your personal circumstances change. For instance, if your spouse predeceases you or you divorce your spouse, your reversionary nomination will be considered invalid when the death claim is assessed.

Any changes to a reversionary beneficiary nomination will require your pension to be commuted and set up again by completing a new *Pension Application* form.

A reversionary beneficiary has the same rights as the original member. Amongst other things, a reversionary beneficiary can choose to be paid a lump sum and can set their own level of regular payment within the limits imposed by law. The transfer balance cap (see *Transfer balance cap* section above) will count towards the reversionary beneficiary's transfer balance cap 12 months after the death of the member, allowing time to comply with the cap. For example, if the reversionary beneficiary's cap is exceeded, they may commute other pension balances in order to comply with the cap.

If a reversionary beneficiary nomination is not valid at the time the death claim is lodged, the trustee will distribute your death benefit in accordance with the terms of the trust deed governing the Fund, which sets out the following:

- The death benefit will be paid in accordance with any valid and effective binding nomination that has been accepted by the trustee and not revoked by you,
- If you have not made a binding nomination, or the nomination you have made is not valid or effective, the death benefit will be paid at the discretion of the trustee to any one or more of your legal personal representative and dependants in the proportions the trustee decides,
- If you do not have any legal personal representative or dependants, the death benefit will be paid to any other persons chosen by the trustee and permitted under the superannuation law in the proportions the trustee decides.

IMPORTANT: As there are different tax and social security consequences depending on who receives your pension after your death, we recommend that you consult with a financial adviser before nominating a reversionary beneficiary.

Lump sum beneficiary nominations

If you do not wish to nominate a reversionary pension beneficiary, you can still nominate one or more of your dependants, and/or your legal personal representative, to receive the balance of your pension account as a lump sum on your death, on either a non-lapsing binding or a non-binding basis, by completing and lodging the relevant form available at **www.guildsuper.com.au**.

Note that if you make a beneficiary nomination in relation to your pension account after we already have a beneficiary or beneficiaries nominated on your pension account, the most recent nomination(s) will supercede the previous ones if valid and effective.

Under superannuation law, your "dependants" include the following:

- Your spouse (including a de-facto spouse and a spouse of the same or opposite sex);
- Your child (including a child of a spouse who is not your biological child);
- A person in an 'interdependent relationship' with you; or
- Any other person who the trustee considers was financially dependent on you for maintenance or support at the date of your death.

Note that the definition of a "dependant" under tax laws differs from those above.

Someone can be in an interdependent relationship with you if:

- You have a close personal relationship;
- You live together;
- One or each of you provides the other with financial support; and
- One or each of you provides the other with domestic support and personal care.

4. *For a reversionary nomination of your (or your spouse's) child to be valid, on the date of your death, your child must be:*
   - Under the age of 18; or
   - Over the age of 18 but under the age of 25 and financially dependent on you; or
   - disabled (within the meaning of the Disability Services Act 1986).
   The balance of your pension account will be required to be paid out as a lump sum to your child on your child reaching age 25 unless your child has a disability of the kind described in the Disability Services Act 1986.

Interdependency can also arise where two people have a close personal relationship but don't live together or provide each other with financial support or personal care because of physical, intellectual or psychiatric disability (e.g. one person lives in a psychiatric institution suffering from a psychiatric disability).

Non-binding nominations

A non-binding death benefit nomination is a written request made by you that suggests to the trustee the beneficiaries that may receive your super benefit in the event of your death.

You can change your non-binding death benefit nomination at any time by logging into your member online account.

The trustee has the final say as to who should receive your benefit. The trustee will consider your nomination but is not bound to follow it. The trustee has the discretion to pay to any one or more of your dependant(s) or legal personal representative(s) or a combination of both. A non-binding death benefit nomination has no expiry date.

Binding nominations

You can make a binding death benefit nomination. Generally, your valid binding death benefit nomination binds the trustee to pay your death benefit to the nominated beneficiary(ies) provided the nomination is effective at the time of your death. Your binding death benefit nomination expires every three years from the date it is signed, unless you renew it before it expires. You will be notified of your options before expiry.

You can change your nomination at any time by making a new binding death benefit nomination.

To make or change your binding death benefit nomination, provide us with a duly completed *Binding Death Benefit Nomination* form, available on the website. You can renew or revoke your binding death benefit nomination at any time by completing the *Binding Death Benefit Nomination* form, available on the website.

Invalid lump sum beneficiary nominations

Your nomination may be invalid or become ineffective if:

- One of your beneficiaries dies before you do;
- One of your nominated dependants is not a dependant at the time of your death;
- You are no longer a member of GuildPension at the time of your death; or
- The nomination was not made directly by you (the trustee will not accept nominations made under a Power of Attorney, or from anyone other than a member).

If your nomination is not valid and in effect at the time of your death, the trustee will treat it as a non-binding nomination and will pay the benefit at its absolute discretion.

Keep your nominations up-to-date

It's important that you keep your beneficiary nominations up-to-date. If your spouse dies, or you separate or divorce, you should update your beneficiary nomination by completing and lodging the relevant form available from the website at **www.guildsuper.com.au**. The Administrator will write to you and confirm any new, amended or cancelled nomination that it has received on your behalf.

3. Risks of super

Like all investments, an investment in the Fund carries risk. While we are not able to remove all of the risks associated with a pension account in the Fund, the Fund's underlying investment managers employ a range of investment risk management strategies to identify, evaluate and manage these risks.

Pension specific risks

Your pension account is designed to provide you with a steady income stream to support you during your retirement. GuildPension is account-based which means that your pension payments are supported by the value of your pension account. Pension payments will only continue until your account balance is exhausted. They are not guaranteed for a particular period or during your lifetime.

You should be aware that:

- Your ability to maintain your income stream from your pension account is reliant on the starting value of your pension account, investment earnings and losses within this product, and the amount you withdraw from your account through pension payments and lump sums/commutations, and fees and costs;
- Your pension account may run out before you die (referred to as longevity risk – see below);
- Like all superannuation vehicles, pension accounts are subject to tax and other laws which are subject to change (referred to as legislative risk - see below); and,
- The value of your pension account and the amount you receive as pension payments may affect your rights to social security. Social security laws may change, which may in turn affect how your pension account and pension payments are treated for social security purposes.

If you close your pension account, the amount you get back will be the balance of your account after taking into account any applicable fees, costs and taxes. This may be less than you paid in.

General investment risks

The GuildPension invests in different types of assets, including Australian shares, international shares, property and fixed interest.

Different asset classes behave differently over time and inherently have different levels of risk. Assets with the highest long-term returns may also carry the highest level of short-term risk.

Some general investment risks associated with investing in GuildPension include:

Climate Change Risk

Climate change risks are typically organised into three categories:

- transition risks, which arise from the transition to a low carbon economy, such as increased costs associated with meeting new policy or regulatory changes;
- physical risks, such as supply chain disruption and increased insurance premiums arising from damage caused by changing climate conditions or increased extreme weather events; and
- liability risks, such as the potential for increases in stakeholder litigation and regulatory enforcement related to a failure to appropriately respond to the impacts of climate change.

Company Specific Risk

The value of an investment in a particular company may vary because of changes to management, product distribution or the company's business environment.

Credit Risk

Credit risk is the risk that a borrower will default on its obligations under a loan. This is relevant where the trustee invests in corporate, government and semi-government bonds and other fixed interest securities, because these are effectively loans to the bond issuer. The risk is sought to be mitigated to an extent by the knowledge and experience of the underlying investment managers.

Derivatives Risk

Derivatives are generally contracts that call for money to change hands at some future date, such as company issued options or listed exchange traded warrants or foreign exchange contracts. The trustee does not permit any investments directly in any futures, options or other derivative instruments however derivatives may be used for the purpose of hedging transactions and managing risk. Risks associated with derivatives include the value of the derivative failing to move in line with the value of the underlying asset, market or index. This risk is relevant across all investment strategies within the Fund.

Diversification Risk

The extent of diversification across the Fund's assets may impact the amount of investment risk associated with a particular investment strategy. Diversification of investments can help manage investment risk. Diversification in the underlying assets or investments of an available investment strategy can help moderate the risk of lower investment returns and a lack of diversification can increase investment risk.

Foreign Currency Risk

Investment in international equities and other non-Australian assets may give rise to foreign currency exposure. This means the value of foreign investments may vary as exchange rates change. Fluctuations in foreign currency can have both a positive and negative impact on investments with exposure to international equities, depending on how the investments are made.

Inflation Risk

The rate of inflation can exceed the return from your investment. If this happens, the real value of your investment reduces.

Interest Rate Risk

Changes in official interest rates can directly and indirectly impact on investment returns. Generally, an increase in interest rates has a negative effect on the general economy and thus the valuation of stocks.

Liquidity Risk

Investments may become illiquid due to market developments or other factors (that is, they cannot be readily converted to cash, at all or quickly enough to meet liabilities, in particular benefit payments).

Market Risk

Changes in legal and economic policy, political events and technology failure can all directly or indirectly create an environment that may influence the value of your investments.

Market Timing Risk

The timing of your investment decision(s) may expose you to lower returns or capital losses.

Mismatch Risk

The investment option you chose might not suit your needs or circumstances or the underlying investments might diverge from the investment strategy for the Fund's underlying investments.

Sequencing Risk

The risk that a sequence of negative investment returns close to retirement could erode your retirement savings. Your account balance is likely to be at its largest when you approach retirement, and large negative returns at this time would have a more significant impact in dollar terms than if they were to happen when you're just starting out at a younger age.

Sovereign Risk

There may be uncertainty of returns on a foreign investment due to the possibility the foreign Government might take actions which are detrimental to the investors' interests.

Other Risks

- **Legislative risks** – There is a risk that changes to current legislation, such as taxation law or standards in tax law (including benefit payment or pension standards) may occur in the future and have an effect on the value, benefits or taxation of your investment including the amount you can receive as pension payments.
- **Longevity risks** - The amount of your pension account balance, even after good investment returns, may not provide you with enough income in your retirement. There's a possibility you could outlive your retirement savings.
- **Compliance risks** – Legislation governing super funds is complex and constantly changing. There is a risk of non-compliance with legislative requirements by the trustee or its service providers that could impact on member benefits.
- **Operational risks** – Operational risks include the risks due to inadequate or failed internal or service provider processes, people and systems that could impact the administration of the Fund, this product or members' benefits.

Management of investment risks

The trustee manages investment risks by establishing appropriate investment strategies that consider a range of factors including the risk, return, diversification and cash flow needs of the Fund and its products , as well as by providing members with a range of investment option choices to help meet their own needs. This includes managing, analysing and monitoring the liquidity position of the Fund and taking such action as may be required to enable the Fund to discharge its liabilities and meet its cash flow requirements in the best interests of members as a whole. For example, the trustee may alter transfer, withdrawal or investment processes; allocations to cash; freeze withdrawals from illiquid or impaired assets temporarily or permanently; or cease accepting further investments in illiquid or impaired assets temporarily or permanently.

The trustee monitors investment performance on a regular basis to ensure the investment objectives associated with the available investment strategies are appropriate.

The trustee has appropriate organisational structures, including systems and processes to monitor and deal with risks associated with the operation of the Fund, with the assistance of its service providers. These arrangements are reviewed regularly to ensure operational risks are identified and managed efficiently.

The trustee also maintains an Operational Risk Reserve, in accordance with super legislation (see the *Fees and costs* section of this document for more information). Further information about this reserve appears in the fund report for each financial year.

4. How we invest your money

The basics of investing

Asset classes and risks

Different types of investments are broadly categorised into 'asset classes'. These include Cash, Fixed Interest, Shares, Property and Alternative investments. Each asset class carries a different level of potential risk as well as different level of potential return (known as the risk/return relationship).

In addition, assets are categorised as either 'growth' or 'defensive'. Shares and Property are considered growth assets. Cash and Fixed Interest are considered defensive assets.

Alternative investments may be characterised as either growth or defensive assets, depending on their characteristics.

The higher the level of risk associated with an investment, the higher its potential return over the long term, and conversely the lower the level of risk, the lower its potential return over the same term.

Generally, growth assets are expected to produce the highest return over the long term, say 20 years or more. They also have the highest chance (or risk) of producing a negative return or loss in value in the short to medium term. Defensive assets tend to provide comparatively lower returns over the long term, but also have a lower chance of producing a negative return or loss in value. This means that investment strategies with a higher proportion of growth assets, such as shares and property, have historically provided better long-term returns than investments which have a higher exposure to defensive assets, such as fixed interest and cash.

Having enough time in the market is an important consideration when selecting investments and strategies. Short-term fluctuations in investment returns are generally less important when your focus is on achieving a long-term growth objective.

Risk profile

The risk profile of an investment reflects the likely fluctuations (that is, rises and falls) in returns. GuildPension's available investment options have different risk profiles depending on their underlying investments, including the degree of diversification in the underlying assets or asset types (asset allocation). The risk profile information shown later in this section of this document is based on a Standard Risk Measure, designed to help you compare different investment options or choices within and across super funds.

Standard Risk Measure

Measurement of investment risk

The Standard Risk Measure is based on industry guidance to allow members to compare investment options that are expected to deliver a similar number of negative annual returns over any 20-year period. The Standard Risk Measure is not a complete assessment of all forms of investment risk. For instance, it does not detail what the size of a negative return could be, or the potential for a positive return to be less than a member may require to meet their objectives. Further, it does not take into account the impact of administration fees and costs and tax on the likelihood of a negative return. Members should still ensure that they are comfortable with the risks and potential losses associated with their chosen investment option.

The Standard Risk Measure is grouped into the following bands:

Risk Band	Risk Label	Estimated Number of Negative Annual Returns Over Any 20 Year Period
1	Very Low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to Medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to High	3 to less than 4
6	High	4 to less than 6
7	Very High	6 or Greater

The appropriate level of risk for you will depend on a range of factors including your age, your investment timeframes, your risk tolerance and what other investments you hold and how they are invested. You should assess your personal situation carefully before making an investment decision.

IMPORTANT: Your investment is not guaranteed. The value of your investment can rise or fall. Neither the trustee, nor any related entities or any other persons referred to in this document, guarantee the capital invested, your account, the underlying investments, or the performance of investments. If you close your account, you may get back less than the amount paid in because of the level of returns earned by your investments (including negative returns) and applicable fees and costs.

We recommend you consult a financial adviser for assistance with how to manage your investment risk having regard to your personal financial objectives, situation, and needs.

Are you ready to invest?

There are several factors to consider when choosing how to invest:

- What are your goals? You can use a financial calculator to help you understand how much you need to live the lifestyle you want at retirement. ASIC provides a retirement calculator available on **www.moneysmart.gov.au**.
- Have you considered your investment horizon and how long your super will be invested for? Generally, having a longer investment timeframe allows for a more growth-oriented investment approach. This is because you may have more time to ride out market fluctuations, giving your investments a chance to recover from short-term declines. However, it's important to consider your period of retirement, risk tolerance and financial goals, as market downturns can still impact long-term outcomes.
- Do you understand investment risk? What level of investment risk are you prepared to accept?
- Have you considered how you will balance those risks with your retirement goals?
- Do you know your needs and the types of investments that may be right for you?

> IMPORTANT: Variations in actual allocations of assets may occur from time to time for various reasons, such as the result of market fluctuations. If financial markets become unstable, we may take strategic action (including changing the allocation of assets) to protect the Fund's assets. Decisions are made with reference to the length of time the instability is expected to persist. Market conditions are monitored constantly for this purpose.

GuildPension investment options

GuildPension offers you three investment options from which to choose. You may choose from any one or a combination of the investment options, according to your particular investment needs.

Our investment options

The same investment options are available to all of our pension accounts, although the assets supporting TTR pension accounts are kept separate from other account-based pension accounts to reflect the different taxation treatment of investment earnings for TTR pensions. The investment options (taxed and untaxed) available to you are:

- Secure
- Balanced, and
- Growth.

You can make an investment choice when you create a pension account online (or by completing a paper application form, available on request). If you do not make an investment choice or your investment choice is unclear, your account balance will be invested in the **Balanced** investment option. In event of your death, your account balance will remain in the investment option(s) you were in prior to your death.

How GuildPension invests your money

While we have full responsibility for the investment of the Fund's assets, we have appointed an Investment Manager, Future Group Investment Management Pty Ltd, with responsibility for implementing the investment strategy for each of GuildPension's investment options. This includes managing and monitoring the underlying assets.

The trustee may also use independent asset consultants, where appropriate, to provide investment market information and/or to advise on various issues relating to the investment options offered.

With the assistance of the Investment Manager, the trustee aims to achieve the objectives of each investment option by investing in pooled investment products that are managed by external professional investment managers. The performance of each manager is closely monitored, and changes are made when appropriate. While we aim to achieve the investment objectives, it is important to remember that future returns are not guaranteed.

The Fund's investment strategy is to invest in a diversified portfolio of assets in accordance with the investment strategies (including asset class benchmarks) for each option. GuildPension's range of investment options take risk management strategies mentioned in the *Risks of super* section of this document into account. For example, all the investment options offer diversification in one or more ways; across asset classes, investments within an asset class, across different external managers or across countries.

Each investment option's investment mix is managed by the Fund's external investment managers in accordance with the investment strategies set out in the following pages. The actual asset allocation may vary from time to time but will generally remain within the ranges shown in the following pages. The asset allocation may move outside those ranges in limited circumstances such as any large transition of assets. The investment strategy and objectives are subject to review regularly with the assistance of advisers and/or other service providers.

Change your investments anytime

You can change your investments securely by logging into your online account. Alternatively, you can call Member Services for assistance on 1300 361 477.

Investment table

This table shows the investment objectives and strategies of the three investment options available to you.

	Diversified investment options		Single asset class investment option
	Growth[a]	Balanced[a]	Secure[a]
Investment Return Objective	Achieve returns (after investment fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 3.0% p.a. over rolling 10-year periods.	Achieve returns (after investment fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 1.25% p.a. over rolling 10-year periods.	Achieve gross returns (before investment fees and taxes) at least equal to the Bloomberg Bank Bill Index returns over rolling 1-year periods.
Investment Strategy	Invests 60-90% of the portfolio in growth assets and between 10-40% in defensive assets	Invests 50-80% of the portfolio in growth assets and between 20-50% in defensive assets	Invests 100% of the portfolio in cash and money market securities
Suitability	May suit investors who want to achieve strong returns over the long term and are comfortable with periods of short-term volatility.	May suit investors who seek to maximise long-term returns without being overly concerned with short-term volatility.	May suit investors who are primarily concerned with short-term security of capital.
Recommended Minimum Investment Timeframe	10 years	8 years	1 year
Risk Level [b]	Risk Band 6: High 4 to less than 6 estimated negative annual returns over any 20-year period	Risk Band 5: Medium to high 3 to less than 4 estimated negative annual returns over any 20-year period	Risk Band 1: Very low Less than 0.5 estimated negative annual returns over any 20-year period

Asset allocation	**Target %**	**Range %**	**Target%**	**Range%**	**Target%**	**Range%**
Australian shares	35	15-50	20	5-40	-	-
International shares	40	10-60	23	10-40	-	-
Alternatives (growth)	11	0-30	9	0-30	-	-
Growth	**86**	**60-90**	**52**	**50-80**	-	-
Fixed interest	6	0-30	18	0-45	-	-
Alternatives (defensive)	5	0-10	9	0-15	-	-
Cash / Money market securities	3	0-25	21	0-35	100	0-100
Defensive	**14**	**10-40**	**48**	**20-50**	**100**	**0-100**

a. *Untaxed and Taxed*

b. *For more information, read the Standard Risk Measure in this section.*

Investment performance

The investment performance of each investment option is regularly monitored by the trustee to ensure the investment strategy of each option remains appropriate. The most up-to-date investment returns are available at **www.guildsuper.com.au**. If you don't have internet access, please contact 1300 361 477 and we will provide this information to you.

Published investment returns are calculated after the deduction of investment fees and costs (including any performance fees), transaction costs and in the case of TTR pensions, investment earnings tax.

> **IMPORTANT: Past investment performance is not a reliable indicator of future investment performance.**

Derivatives policy for investment options

Derivatives are securities that derive their value from other security types. Examples of derivatives include futures and options. The trustee will mainly use derivatives to assist in the adjustment of asset exposure in accordance with an approved investment strategy, for example currency overlay and management. Underlying investment managers may use derivatives to assist in managing investment risk and other aspects of their specific strategies.

Other investment considerations

The trustee does not take into account labour standards or environmental, social or ethical considerations in the selection, retention or realisation of investments of the Fund.

Closed/terminated or suspended investment options

From time to time the trustee may change the investment options. This can occur when the trustee decides to suspend or close investments, or if the investments are no longer economically viable or have not reached the required volume to sustain investment strategies and objectives. In addition, if superannuation law changes and particular investments are no longer permissible, or if other changes make it prudent to do so, the trustee may dispose of the investment on such reasonable basis and terms as it decides.

If an investment option you have selected is to be closed, terminated or suspended, we will inform you, where possible, in advance of the change to allow you the opportunity to review your individual circumstances. If you do not notify the trustee of any changes you wish to make to your investments (where applicable) within the period specified by us, we will implement default arrangements, as advised in the notice provided to you. If an investment option needs to be terminated immediately and we are unable to inform you in advance, we may determine a 'nearest equivalent replacement' to transfer your investment into until you have time to review your investment options.

Unit pricing

Investing in an investment option means that you are allocated units in that option at the applicable unit price (based on the value of the investment pool or portfolio). You do not have a direct entitlement to the underlying assets of the option.

The trustee generally calculates the unit price of each investment option each business day (this may vary depending on the circumstances). A unit price will be calculated for each of the investment options based on the net market value and number of units on issue for each option.

The net market value of each investment option will be determined by taking into account:

- the value of assets in the investment option
- plus investment earnings (which may be positive or negative)
- minus relevant fees and costs and Government taxes or charges (where applicable).

Each investment option unit price is calculated on Victorian business days only.

The unit price is the price applied when you invest in or sell out of an investment option. For example, when you transfer in to start a pension account, units are purchased. Or when withdrawals are made from your account for investment switches, pension payments or fees, units are sold at the unit price.

The performance of your investments will depend on a range of factors including when the units are purchased and sold, your investment selection and any investment switches you make. The trustee may, where required by law or as it considers necessary or appropriate, suspend or defer unit pricing or the allocation and redemption of units, for example, if investments become illiquid.

5. 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.

* This text is required by legislation. Fees are not negotiable.

This section shows the fees and other costs that you may be charged. These fees and other costs may be deducted from your pension account balance, from the returns on your investment, or from the assets of the super entity as a whole.

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

Taxes are set out in the *How pensions are taxed* section of this PDS.

You should read all the information about fees and other costs because it is important to understand their impact on your investment. Investment fees and costs, and transaction costs vary depending on the investment option(s) you are invested in.

See *Defined Fees* further below for the definition of each type of fee and cost according to government legislation. Not all defined fees listed will apply to this product.

Fees and costs summary

<table>
<tr><th>Type of fee or cost</th><th colspan="3">Amount</th><th>How and when paid</th></tr>
<tr><td colspan="5">Ongoing annual fees and costs[a]</td></tr>
<tr><td rowspan="3">Administration fees and costs[b]</td><td colspan="3">$88.40 p.a.
($1.70 per week)</td><td>This dollar-based fee is deducted from your account balance at the end of each month in arrears, or when you close your account. This fee applies per pension account you hold.</td></tr>
<tr><td colspan="3">Plus
0.15% p.a.</td><td>This percentage-based fee is deducted from investment returns and reflected in the calculation of the unit price each business day.
This fee reduces the return of your investments but is not deducted directly from your account.</td></tr>
<tr><td colspan="3">Plus
0.02% p.a(estimated)[c]</td><td>This fee is paid from the Fund's reserves as and when required to cover additional costs incurred by the Fund.
This fee is not deducted directly from your account or reflected in the calculation of unit prices.</td></tr>
<tr><td rowspan="4">Investment fees and costs (estimated)[d]</td><td></td><td>TTR (Taxed)</td><td>Retirement Pension (Untaxed)</td><td rowspan="4">Deducted from investment returns and reflected in the calculation of unit prices each business day.
This fee is not deducted directly from your account.</td></tr>
<tr><td>Secure</td><td>0.03%</td><td>0.03%</td></tr>
<tr><td>Balanced</td><td>0.57%</td><td>0.43%</td></tr>
<tr><td>Growth</td><td>0.64%</td><td>0.41%</td></tr>
</table>

Type of fee or cost	Amount			How and when paid
Transaction costs (estimated)[e]		**TTR (Taxed)**	**Retirement Pension (Untaxed)**	Reflected in the calculation of unit prices each business day, depending on the costs incurred outside the Fund in investing the assets of the investment option. **This cost is not deducted directly from your account.**
	Secure	0.00%	0.00%	
	Balanced	0.02%	0.03%	
	Growth	0.01%	0.09%	
Member activity related fees and costs				
Buy-sell spread	Nil			Not applicable
Switching fee	Nil			Not applicable.
Other fees and costs[f]	Varies, depending on the activity			Activity fees are deducted directly from your account, when applicable.

a. *If your account balance for a product offered by the Fund is less than $6,000 at the end of the financial year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance for the year (or the period until your account is closed). Any amount charged in excess of that cap must be refunded.*
b. *The administration fees and costs (excluding any amount deducted as a percentage-based fee from the Fund's reserves) is subject to a maximum of $800 p.a.*
c. *Estimates are based on the 2023/24 financial year and may vary in future years.*
d. *Estimated investment fees and costs include an amount up to 0.04% p.a. for performance fees. The calculation basis for this amount is set out in Additional explanation of fees and costs section below. Investment fees and costs are indicative only and may change in subsequent years depending on (for example) the investment performance and indirect costs incurred in underlying investments.*
e. *Disclosed transaction costs are an estimate of transaction costs incurred in the 2023/24 financial year (based on information available at the date of preparation of this PDS). As a result, these figures are indicative only and may change in subsequent years.*
f. *Other fees may apply, including activity fees. See the Additional explanation of fees and costs section below.*

Example of annual fees and costs for a superannuation product

The following table gives an example of how the ongoing fees and costs for the Balanced option in this superannuation product (based on a taxed TTR pension) can affect your investment over a one-year period. You should use this table to compare this superannuation product with other superannuation products.

EXAMPLE – Balanced option		Balance of $50,000
Administration fees and costs	0.17% Plus $88.40	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment $85.00[a].in administration fees and costs **plus $88.40** regardless of your account balance.
PLUS Investment fees and costs	0.57%	**And,** you will be charged or have deducted from your investment **$285.00** in investment fees and costs.
PLUS Transaction costs	0.02%	**And,** you will be charged or have deducted from your investment **$10.00** in transaction costs.
EQUALS Cost of product		If your balance was $50,000 at the beginning of the year, then for that year you will be charged fees and costs of **$468.40**[b] for the superannuation product.

a. *Costs includes $10 paid out of the Fund's Reserves based on the 2023/24 financial year*
b. *Note: Additional fees may apply.*

Retirement pensions and TTR pensions are treated differently for tax purposes, and investment options may differ in their investment strategies, asset allocations, investment fees and costs, and transaction costs.

The cost of product for a Retirement pension account invested in the Balanced option is lower. Refer to further information about the cost of product, depending on the type of pension and the investment option you choose, below.

Cost of product for 1 year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your superannuation investment over a 1-year period, for all superannuation products and investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product information assumes a balance of $50,000 at the beginning of the year. Additional fees such as buy-sell spreads may apply. Further information about the additional fees that may apply (as applicable to GuildPension) can be found in the the *Additional explanation of fees and costs* below. Buy-sell spreads are not applicable to GuildPension.

You should use this figure to help compare superannuation products and investment options.

Name of Investment Option	Cost of product[a]
Retirement pension	
Secure	$188.40
Balanced	$403.40
Growth	$423.40
TTR pension	
Secure	$188.40
Balanced	$468.40
Growth	$498.40

a. *Cost includes $10 paid out of the Fund's Reserves, based on the 2023/24 financial year.*

Additional explanation of fees and costs

Administration fees and costs

These are the fees and costs relating to the administration and operation of this product, including administering your pension account and operating the Fund more generally, payable by you, or (in some cases) from Fund's reserves. These fees and costs may include the cost of maintaining the Fund's Operational Risk Reserve (ORR). See further below for more information about the ORR and other Fund reserves.

If you have chosen different investment options, the dollar-based administration fees are deducted proportionally from all investment options in which you are invested at the time of the fee deduction. However, the trustee reserves the right to make fee deductions from the investment options it determines, where fee deductions cannot be implemented as outlined above for any reason.

The dollar and percentage-based administration fees and costs (excluding any additional percentage-based fee that may be deducted from the Fund's reserves) is capped at $800 p.a. As the percentage-based administration fee is calculated as a percentage of your GuildPension investment and deducted from gross investment returns each business day, any amount charged above the cap will be refunded on a monthly basis. The refund (or 'rebate') is calculated using your GuildPension account balance at the end of each month, and is paid by allocating additional units to your account. If you close your account, your proceeds will include any rebate calculated to the date of exit. If you hold more than one investment option, then your rebate will be applied (through the allocation of units) proportionally across those investment options.

The additional percentage-based fee that may be deducted from the Fund's reserves is to cover additional costs (such as regulatory change expenses) incurred in a financial year and will be included as administration fees and costs where the amount deducted from the reserve is in excess of the administration fees and costs recovered from member's account balances or through unit prices. The amount shown in the *Fees and costs summary* as payable from the Fund's reserves is an estimate based on additional administration costs paid from the reserves for the 2023/24 financial year. The amount payable from the reserves in the current or future financial years may be different.

Dollar-based administration fee

This is a dollar-based fee that is deducted monthly in arrears from each pension account you hold.

Investment fees and costs

Investment fees and costs are deducted from the Fund's assets before unit prices are determined. Investment fees and costs are expressed as an annual percentage of the net assets.

The investment fees and costs comprise of an investment fee charged by the underlying investment managers of the Fund and indirect investment costs which are incurred in the underlying investments. These costs are based on estimated and actual information for the 2023/24 financial year, available to us at the date of preparation of this document. To the extent practicable, this information was obtained from investment managers of the underlying investments and may be higher or lower and may change without prior notice.

The investment fees and costs are shown in the *Fees and costs summary* above.

Performance fees

Performance fees are an amount paid or payable, calculated by reference to the performance of an investment.

The manager of an underlying investment may be entitled to a performance fee if the investment outperforms a set target. If a performance fee is payable, it is accrued in the unit price and this cost is passed on to members through the investment fees and costs. Performance fees do not affect the administration fees and cost of this product.

Performance fees are generally calculated as an agreed percentage of any investment performance above an agreed hurdle rate, multiplied by the average portfolio balance.

The performance fee set out below is a historical average which is included in the investment fees and costs in the *Fees and costs summary* above. Future performance fees will depend on the investment return achieved from year to year and, accordingly, the amount of the performance fees, and their impact of on the investment fees and costs you pay, will vary. Updated 5-year average performance fees may be published at **www.guildsuper.com.au**. We recommend that you regularly check **www.guildsuper.com.au** for updated fees and costs information.

Investment Option	5 Year Average Performance Fee up to 30 June 2024 (% p.a.)[a]	
	TTR Pension	Retirement Pension
Secure	0.00	0.00
Balanced	0.03	0.03
Growth	0.04	0.03

a. *The figure required to be shown is the average of the performance fees attributable to each investment option for the last 5 financial years to 30 June 2024 or, if the investment option has not existed or did not provision for performance fees for the last 5 financial years, the average for the period since the option has existed and provided for performance fees. These are estimates only based on information available as at the date of preparation of this document.*

Transaction costs

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

These costs are influenced by numerous factors including the complexity of investments involved in transactions, the different asset classes and investment managers that make up the investments involved in the transaction and the time and costs of services provided in relation to the processing of investment transactions. Net transaction costs shown in the *Fees and costs summary* above are an estimate only, based on information available to us (at the date of preparation of this document) about the costs incurred in the 2023/24 financial year. Net transaction costs payable may be higher or lower. Any net transaction costs are an additional cost to you, deducted from the Fund's assets before unit prices are determined.

These costs are influenced by numerous factors including the complexity of investments involved in transactions, the different asset classes and investment managers that make up the investments involved in the transaction and the time and costs of services provided in relation to the processing of investment transactions. Transaction costs shown in the *Fees and costs summary* above are an estimate only, based on information available to us (at the date of preparation of this document) about the costs incurred in the 2023/24 financial year. Transaction costs payable may be higher or lower. Any transaction costs are an additional cost to you, deducted from the Fund's assets before unit prices are determined.

The estimated transaction costs applicable to each investment option (based on the 2023/24 financial year), are shown in the *Fees and costs summary* above.

Buy-Sell spread

While costs related to external buy-sell spreads may be incurred indirectly (refer to explanation of transaction costs above), the trustee does not charge buy-sell spreads on the investment options. The trustee reserves the right to charge buy-sell spreads at any time by providing you with at least 30 days' advance notice.

Taxation

Goods and Services Tax (GST) may apply to fees and charges. All fees and costs shown in this PDS are inclusive of GST where applicable.

RITCs received by the Fund in relation to any GST applied to fees and charges deducted are retained within the Fund's reserves.

Tax rebates

The Fund may be eligible to claim a tax deduction for certain administration fees and costs incurred. Where we are eligible to claim a tax deduction for administration fees charged directly to your account, the benefits of these tax deductions are retained by the Fund. Where we are eligible to claim a tax deduction for fees and costs deducted from the unit price of your investment, the benefits of these tax deductions are passed on to you in the unit price of the investment. Due to the taxation treatment of retirement pensions, tax deduction benefits are not available to retirement pensions.

For more information about tax relevant to pensions, see the *How pensions are taxed* section of this PDS.

Advice fees

You can access limited personal advice regarding transition to retirement, pension options and the impact of 'Age Pension' benefits via a Coach service for an additional fee paid directly by you. Contact the Coach team on 1300 262 240 if you are a current or former GuildSuper member, or 1300 262 249 if you are a current or former Child Care Super member. Any limited advice is provided by or on behalf of Future Group Financial Services Pty Ltd ABN 90 167 800 580 AFSL 482684 (Future Group) and not the trustee.

For more comprehensive personal advice that takes into consideration your desired lifestyle now and into the future as well as your other financial circumstances, objectives and needs, you may wish to obtain advice from a financial adviser.

Advice fees may apply for personal advice you obtain from a financial adviser, which will be payable directly by you to the adviser. GuildPension does not permit advice fees to be deducted from member accounts.

Fund reserves

Operational Risk reserve

As a result of legislative requirements, we maintain an Operational Risk Reserve (ORR) in the Fund to cover potential losses to members arising from an operational risk event, being an event where the Fund suffers loss due to inadequate or failed internal processes, people and systems, or because of an external event.

The ORR may be drawn upon to assist in compensating members of the Fund in the event of an operational risk having materialised.

The ORR target is currently set at 0.25% of funds under management. The ORR is maintained in line with the trustee's ORR strategy for the Fund, however if there are insufficient funds to maintain the ORR, additional funds may be allocated from the Fund's other reserves or (subject to any required notifications) from additional one-off fee deductions from members' accounts.

Contingency reserve

The Fund maintains a Contingency reserve that is managed in accordance with the trustee's Reserving Policy. The reserve provides a buffer against losses not covered by the ORR. It is also used to provide funding for the ORR.

An additional fee of up to 0.02% p.a. may be deducted from the Contingency reserve to cover regulatory costs and initiatives that deliver member outcomes. This amount is not deducted directly from your account or reflected in the calculation of unit prices.

Changes to fees and costs

We can change the amount or level of fees or charges without your consent. A material increase in fees or charges must be notified to you at least 30 days in advance of the increase taking effect. Estimated fees and costs are subject to change from time to time and changes to estimates may be published at **www.guildsuper.com.au**. We recommend that you regularly check the website for updated fees and costs information.

Additional expenses

The trustee has the right to be reimbursed out of the assets of the Fund for all expenses it incurs on behalf of the Fund (unless precluded by law).

The trustee will pay the routine expenses of the Fund (including, but not limited to custody, accounting and audit) from the administration fees and costs charged to members. However, if the trustee should incur additional expenses in a financial year which have not been anticipated by the trustee when disclosing the administration or other fees and costs (including unexpected costs arising from any disputes or litigation or costs changes in law) those expenses may be paid out of the Fund's reserves or other Fund assets, including member accounts.

For example, from time to time, the Government makes changes to super rules and infrastructure which result in additional implementation costs for the Fund. The Government may also apply additional levies on super funds. We may deduct an appropriate amount from your account to recover some or all of these costs, but we'll notify you at least 30 days before we make any deduction.

Defined Fees

These definitions are prescribed by law.

Activity Fees

A fee is an ***activity fee*** if:

1 the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:
   a) that is engaged in at the request, or with the consent, of a member; or
   b) that relates to a member and is required by law; and

2 those costs are not otherwise charged as administration fees and costs, investment fees and costs, transaction costs, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

Administration Fees and Costs

Administration fees and costs are fees and costs that relate to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that:

1 relate to the administration or operation of the entity; and

2 are not otherwise charged as investment fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Advice Fees

A fee is an ***advice fee*** if:

1 the fee relates directly to costs incurred by the trustee of the superannuation entity because of the provision of financial product advice to a member by:
   a) a trustee of the entity; or
   b) another person acting as an employee of, or under an arrangement with, the trustee of the entity; and

2 those costs are not otherwise charged as administration fees and costs, investment fees and costs, a switching fee, an activity fee or an insurance fee.

Buy-sell Spreads

A ***buy-sell spread*** is a fee to recover costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.

Exit Fees

An ***exit fee*** is a fee, other than a buy-sell spread, that relates to the disposal of all or part of a member's interests in a superannuation entity.

Investment Fees and Costs

Investment fees and costs are fees and costs that relate to the investment of the assets of a superannuation entity and includes:

1 fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and

2 costs incurred by the trustee of the entity that:
   a) relate to the investment of assets of the entity; and
   b) are not otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Switching fees

A ***switching fee*** for a superannuation product other than a MySuper product is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.

Transaction costs

Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity, other than costs that are recovered by the superannuation entity charging buy-sell spreads.

6. How pensions are taxed

This section provides a general guide to the way activities in relation to your pension account may be taxed.

> **IMPORTANT: This is a general summary only as at the date of preparation of this PDS. The impact of tax laws will depend on your personal circumstances. For this reason we strongly recommend that you consult a professional taxation adviser before acting on the basis of this information. For further general information, including updates to caps or thresholds, visit the ATO's website.**

Tax on rollovers and transfers

No tax is payable by you when you transfer some or all of your accumulation account balance in the Fund into a pension account in the Fund, provided the transfer remains within the government's transfer balance cap.

No tax is payable by you if you elect to rollover or transfer some or all of your account balance in the Fund to another complying Australian super fund, approved deposit fund, retirement savings account or other approved super institution (or, usually, vice versa).

An exception to this is where the rollover or transfer is from an untaxed source, such as an unfunded super scheme (for example, some public sector super schemes). In this case, the rollover or transfer will be taxed at 15% plus the Medicare levy. A higher rate of tax (the top marginal rate plus the Medicare levy) also applies to transfers over $1,780,000 (for the 2024/25 financial year) from an untaxed scheme to a taxed scheme.

Tax on investment earnings

Investment earnings on assets associated with TTR pensions will be subject to investment earnings tax of up to 15% until you reach age 65 or notify us you have satisfied a condition of release that allows you to access your super without restriction (for example, retirement after age 60). Once we are aware you have satisfied a condition of release, your TTR account will be treated as a retirement phase pension account for taxation purposes.

Investment earnings on assets associated with retirement pensions will not incur an investment earnings tax. However excess balance transfer tax may apply if the total amount transferred into your GuildPension account and other retirement phase pensions you have with other funds exceeds your personal transfer balance cap.

Tax components of your pension account

Your pension account balance may consist of both a taxable component and a tax-free component. Your pension payments will consist of taxable and tax-free components in the same proportion as the components of your total pension account balance.

For example, if you commenced a pension on 1 July 2024, of which 80% was a taxable component and 20% was a tax-free component, depending on your age tax may apply to 80% of the pension paid to you but be subject to a 15% offset (rebate). See the information under *Tax Offset* below.

The tax-free component is calculated at the time of commencing the pension. That component is then fixed for the lifetime of the pension and all pension and lump sum payments made to you are deducted from the tax-free and taxable components in those proportions. You cannot choose which tax components your pension payments are taken from.

> **IMPORTANT: If you have more than one pension account in the GuildPension, each pension account is treated as a separate superannuation interest with its own taxable and tax-free components.**

Tax-free component

The tax-free component is made up of:

- A 'contribution segment' that consists of the total of all non-concessional contributions made since 1 July 2007 that are not taxable within a super fund; and
- Any 'crystallised segment' (these are components of your superannuation that existed before 1 July 2007). No tax is deducted from the tax-free component of your pension account, regardless of your age.

Taxable component

The taxable component of your pension account is your total account balance less the value of the tax-free component.

If you would like more information about these components contact 1300 361 477.

Tax on payments

Tax on pension payments

The tax you may pay will depend on your age.

Age	Tax on pension payments
Age 60 or over	Tax-free
Less than age 60	Tax free component does not incur tax Taxable component taxed at your marginal rate (plus Medicare levy), with no tax offset unless the income stream is for a disability or death super benefit

Note: most withdrawals from a TTR pension will be treated as a pension payment. TTR pensioners cannot elect to treat amounts paid from their pension as a partial lump sum withdrawal.

Tax on lump sum withdrawals

Depending on your age, tax may be payable on a partial or full lump sum benefit paid to you from your pension account. In general, lump sum benefits paid to persons aged under 60 will be taxed, whilst benefits paid to persons aged 60 or over do not incur tax (if paid from a taxed source).

When you claim a benefit prior to age 60, we will give you a statement showing the breakdown of your account balance into tax-free and taxable components. The tax-free component includes, for example, your personal after-tax contributions and an allowance for super benefits arising from employment under old tax rules in place before July 1983. The taxable component forms the balance of your benefit and includes employer contributions and investment earnings. The tax-free component is always paid tax-free.

If you are under preservation age (age 60 for members born 1 July 1964 and after) the entire taxable component will be taxed at 20% plus the Medicare levy. The tax treatment for benefit withdrawals paid to you is summarised below:

Age	Component and tax treatment for withdrawals
Age 60 or over	No tax incurred on withdrawals.
Less than age 60	Tax free component does not incur tax. Taxable component taxed at your marginal tax rate or 20% (plus Medicare levy), whichever is lower (assuming there is no untaxed element in your taxable component).

Note: Tax does not apply to lump sums paid to individuals diagnosed with a terminal medical condition (as defined in Government legislation), regardless of the individual's age.

Tax on death benefits

The tax treatment of death benefits depends on whether they are paid as a reversionary pension or as a lump sum, and who the recipient of the benefit is.

IMPORTANT: The tax treatment of death benefits can be complex, and we recommend that you speak with your financial and tax advisers.

Death benefit lump sum

The tax treatment of a lump sum death benefit payment from a deceased member's account depends on who the benefit is paid to.

The definition of a dependant is different for who can receive a super death benefit (defined in super law) and how the death benefit will be taxed (defined in taxation law).

Under super law, a death benefit dependant can be the deceased's spouse (including de facto spouse) or child of the deceased or the deceased's spouse (of any age), or a person who was either financially dependent on, or in an interdependency relationship with, the deceased.

Under taxation law, a death benefit dependant can be the deceased's spouse (including de facto spouse), or former spouse, or child of the deceased or deceased's spouse under 18 years of age, or a person who was either financially dependent on, or in an interdependency relationship with, the deceased.

Whilst a lump sum death benefit can be paid by the trustee to any person who meets the death benefit dependant definition under super law, the lump sum death benefit payment will only be tax free for those persons who meet the taxation law definition of a death benefit dependant.

For super law death benefit dependants who are not also taxation law death benefit dependants, the tax-free and taxable components of the benefit will need to be calculated and tax paid on the taxable component (generally 15% plus the Medicare levy).

Where a death benefit is received by the legal personal representative of a deceased estate, tax payable will be determined according to who is intended to benefit from the estate.

For more general information on super death benefits, see the **ATO's website**.

The tax treatment of death benefits paid in the form of an income stream is different, summarised below.

Reversionary pension or death benefit pension

If you die whilst in receipt of a pension and your pension continues to be paid to your reversionary beneficiary as permitted by superannuation legislation or your dependant beneficiary elects to receive the benefit as a pension, the continuing pension will be taxed as follows:

Tax Component	Deceased, dependant beneficiary or reversionary is age 60 or over	Deceased and reversionary or dependant beneficiary are both under age 60
Tax-free component	Does not incur tax	Does not incur tax
Taxable component	Does not incur tax unless benefit includes an untaxed element (see above for further information)	Taxed at marginal tax rates (plus applicable levies) with 15% tax offset, if eligible. Once reversionary reaches age 60, whole payment does not incur tax.

Pension payments to a financially dependent child will be required to be paid as a lump sum when the child reaches age 25 unless the child has a disability of the kind described in the Disability Services Act 1986. This amount will not incur tax.

An income stream cannot revert to, or be paid to, a non-dependent upon your death. Income streams can only be paid out to a non-dependent as a lump sum.

What you need to know about giving us your TFN

The ***Superannuation Industry (Supervision) Act 1993*** authorises us to collect, use and disclose your TFN for lawful purposes including to establish and administer your account with the Fund and to provide information relating to your super to the ATO.

These purposes may change in the future as a result of legislative change. We may disclose your TFN to another super provider when your benefits are being transferred, unless you request in writing that your TFN not be disclosed to any other super provider.

It is not an offence not to quote your TFN. However, giving your TFN to us will have the following advantages (which may not otherwise apply):

- We will be able to accept all permitted types of contributions for you;
- Other than the tax that may ordinarily apply, you will not pay more tax than you need to – this affects both contributions to your super and when you start drawing down your super benefits; and
- It will make it much easier to trace different super accounts in your name so that you receive all your super benefits when you retire.

7. How to open a pension account?

There are 2 easy steps to opening a GuildPension account:

1. **GET INFORMED**
   Read and understand the PDS and *Target Market Determination*. Seek financial advice if you need it.
2. **COMPLETE THE PENSION APPLICATION FORM**
   Complete the online application available in your online account.

Remember to have your proof of identity documentation and Tax File Number ready (see below for more information about customer identification and verification requirements). You must provide proof of your identity online when opening a GuildPension (i.e. online validation of your driver's licence, Medicare card etc.).

If we are unable to open your pension account for any reason, monies received for investment may be retained in a separate trust account in accordance with relevant law for a period of up to 30 days and then returned to you or dealt with as otherwise required by law. Any interest on these monies is retained by the Fund in the trust account to pay Fund expenses such as bank fees. Any excess may be used to fund the Contingency reserve.

Cooling Off Period

If you change your mind about opening a pension account, there is a 14-day cooling off period. You will need to tell us in writing that you no longer wish to acquire the pension. The 14-day period starts on the earlier of (a) you receiving confirmation from us that your account has been established or (b) five business days after we issue this product to you. You will not be eligible for a cooling off period if you have exercised any right in relation to your pension account.

If you exercise your right to cool off, your money will be returned to you, adjusted for the increase, or decrease in the value of the investment at the date we received notification, and reasonable transaction or administrative costs. Any preserved and restricted non-preserved amounts must be transferred to another complying superannuation provider.

The trustee reserves the right to reject your application in whole or in part, if it considers it necessary or appropriate, e.g. to manage tax-related obligations.

8. Other important information

You should be aware of the following information when joining GuildPension.

Customer identification and verification requirements

The Anti-Money Laundering and Counter Terrorism Financing (AML/CTF) Act requires the providers of financial products and services to conduct customer identification. This may occur on account opening, during the course of the customer relationship and/or upon withdrawal of funds. You (or your beneficiaries in the event of your death) will be asked to verify your identity, either through electronic verification or by providing copies of appropriate documentation to us. If you, or your beneficiaries, do not comply or provide suitable identification when requested there may be consequences, for example, a delay in the payment of benefits. We will not be liable to you if any transactions or requests are delayed or refused due to any AML/CTF Act requirement.

Privacy

The trustee is subject to a Privacy Statement to protect your personal information.

Your right to privacy

When you provide instructions to us, we will be collecting personal information about you. This information is needed to admit you as a member of the Fund, administer your benefits and identify when you may become entitled to your benefits and to comply with Australian taxation laws and other applicable laws and regulations. If the information requested is not provided, we may be unable to process your application or administer your benefits, or your benefits may be restricted.

Privacy policies

The Privacy Statement applicable to the trustee can be found at **www.eqt.com.au/global/privacystatement**

If you have any queries or complaints about your privacy, please contact:

Privacy Officer, Equity Trustees Superannuation Limited
c/o GuildPension
Call: **info@guildsuper.com.au**
Email: 1300 361 477

Use and Disclosure

The information that you provide may be disclosed to certain organisations to which we have outsourced functions, or which provide advice to us and/or to Government bodies, including but not limited to:

- Organisations involved in providing administration and custody services for the Fund, the Fund's insurers, accountants, auditors, legal advisers, and/or those that provide mailing and/or printing services.
- In the event that you make a claim for a disablement benefit, the insurer may be required to disclose information about you to doctors and other experts for the purpose of assessing your claim.
- Relevant service providers to verify your identity by electronic verification.
- The ATO, APRA, ASIC, AUSTRAC, Centrelink and/or other government or regulatory bodies.
- Those where you have consented to the disclosure and/or as required by law.

In some cases, these organisations may be situated in Australia or offshore.

Collection of Tax File Number ('TFN')

The ***Superannuation Industry (Supervision) Act 1993*** authorises us to collect, use and disclose your TFN for lawful purposes including to establish and administer your account with the Fund and to provide information relating to your super to the ATO.

These purposes may change in the future as a result of legislative change. We may disclose your TFN to another super provider when your benefits are being transferred, unless you request in writing that your TFN not be disclosed to any other super provider.

It is not an offence not to quote your TFN. However, giving your TFN to us will have the following advantages (which may not otherwise apply):

- We will be able to accept all permitted types of contributions for you;
- Other than the tax that may ordinarily apply, you will not pay more tax than you need to – this affects both contributions to your super and when you start drawing down your super benefits; and
- It will make it much easier to trace different super accounts in your name so that you receive all your super benefits when you retire.

Additional information

We may from time to time provide you with direct marketing and/or educational material about products and services we believe may be of interest to you. Should you not wish to receive this information (including by email or electronic communication), you have the right to 'opt out' by contacting us:

Privacy Officer, Equity Trustees Superannuation Limited
c/o GuildPension
Call: 1300 361 477
Email: **info@guildsuper.com.au**

The Fund's service providers have their own privacy policies. The Promoter's Privacy Policy can be found at **https://guildsuper.com.au/privacy-and-security**

Note: The Promoter may from time to time provide you with direct marketing and/or educational material about products and services they believe may be of interest to you. Should you not wish to receive this information (including by email or electronic communication), you have the right to 'opt out' by contacting the Promoter:

Call: 1300 361 477
Email: **info@guildsuper.com.au**

Enquiries and Complaints

The Fund has an established procedure for dealing with your enquiries and complaints, which you can find in our **Complaints Policy**.

Enquiries

Enquiries can be made by telephone to 1300 361 477 or in writing to **info@guildsuper.com.au**

If the enquiry has not been dealt with to your satisfaction, then you can make a complaint about this.

Complaints

Superannuation legislation requires us to have arrangements in place for you to make complaints.

A complaint can be made verbally or in writing:

By telephone:	1300 361 477
By mail:	The Complaints Officer, GuildPension GPO Box 1088, Melbourne, Victoria, 3001
By email:	**info@guildsuper.com.au**

If you need additional assistance to lodge a complaint, we can support you. Please contact us to discuss how we may be able to assist you.

An acknowledgement will be issued to you at the time of receipt of your complaint, either by phone, email or post. Our team will investigate and respond on all aspects of the matters raised in your complaint.

We will provide you with a response no later than 45 calendar days after receiving your complaint, unless another timeframe is allowed or required under the relevant legislation.

If you make a complaint and we resolve it within 5 business days from receipt to your satisfaction we are not required to send you a formal complaint response, unless you request one; or your complaint relates to hardship, a declined insurance claim, the value of an insurance claim or for any decision of the trustee (or failure by the trustee to make a decision) relating to a complaint.

For death benefit objections, the trustee must provide a complaint response no later than 90 calendar days after the expiry of the 28-calendar day period for objecting.

We will do our best to resolve your complaint as soon as possible. However, if we are unable to provide you with a response within the required timeframe, we will provide you with progress updates including reasons for the delay.

You may also lodge a complaint with the Australian Financial Complaints Authority (AFCA), although AFCA will not normally deal with a complaint until it has been through our internal complaints handling process.

AFCA provides fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complaints to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires. Other limits may also apply.

AFCA's contact details are:

By telephone:	1800 931 678
By mail:	Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001
By email:	**info@afca.org.au**
Website:	**www.afca.org.au**