

Super and Pension

Product Disclosure Statement

Prepared 29 June 2024

About the Product Disclosure Statement

The ClearView WealthFoundations Super and Pension (**WealthFoundations**) Product Disclosure Statement (**PDS**) is issued by Equity Trustees Superannuation Limited ABN 50 055 641 757 RSE License L0001458 AFSL 229757 (**ETSL**) as Trustee for the ClearView Retirement Plan ABN 45 828 721 007 RSE Registration No R1001624 USI: CVW0001AU (**Plan**).

ClearView Life Assurance Limited ABN 12 000 021 581, AFS License Number 227682 (**ClearView Life**) carries out the day-to-day management, administration and investment of assets for WealthFoundations via life investment policies issued by ClearView Life. It also provides the ClearView Portal and is the issuer of some underlying investments in which the life investment policies are invested.

WealthFoundations is an investment-type product which is subject to investment risk including loss of income and the capital you have invested. ETSL and its related entities do not guarantee the capital value of your investment in WealthFoundations or the performance of underlying investments. ClearView Life do not guarantee the performance of its life investment policies, except in the case of Guaranteed Cash. ClearView Life have given their consent and, as at the date of this PDS, have not withdrawn consent to the inclusion in this PDS of statements by them in the form and context in which they appear.

Terms used in the PDS

- **ClearView Life** or **Administrator** refers to ClearView Life Assurance Limited.
- **ClearView Portal** refers to the secure online portal where you can see information on, and make changes to, your account.
- **Investment Pool** refers to your combined selection of IPS Strategies (excluding Guaranteed Cash). This could be made up of one or more IPS Strategies.
- **IPS** stands for Investment Portfolio Service.
- **IPS Strategies** refers to the investment options available through WealthFoundations.
- **Financial adviser** refers to the person named as the financial adviser on your WealthFoundations account.
- **Money In** refers to how you would like money to be invested when you contribute to your account. You can choose from Guaranteed Cash or your Investment Pool.

- **Money Out** refers to how you would like money to be withdrawn from your account. You can choose from Guaranteed Cash or your Investment Pool.
- **We, us, our, Trustee** or **ETSL** refers to Equity Trustees Superannuation Limited.

Guide to WealthFoundations PDS

This PDS is a summary of significant information and contains a number of references to important information which is contained in the Additional Information Brochure (**AIB**) and Investment Options List (**IOL**), each of which forms part of the PDS.

You should consider this information and the WealthFoundations Target Market Determination (**TMD**) before making a decision about WealthFoundations. You can obtain a copy of these documents free of charge by calling the Service Centre on **132 977**, from your financial adviser or by visiting clearview.com.au/pds.

The offer made in this PDS is available only to persons receiving this PDS within Australia. It does not constitute an offer in any other country or jurisdiction.

The information provided in this PDS is general information only and does not take into account any of your objectives, financial situation or needs (**personal circumstances**). You should consider the appropriateness of the information in this PDS having regard to your personal circumstances, and you should obtain personal financial advice before acting on the information in this PDS.

Updated PDS Information

Information in this PDS is up to date at the date of preparation and is subject to change from time to time, depending on compliance with the Trust Deed and relevant laws.

If a change occurs to information in this PDS that is not materially adverse, we may update this PDS via the website at clearview.com.au/pds. You may request a paper or electronic copy of any updated information from us at any time, free of charge, by calling **132 977** or by contacting your financial adviser. If the change to the information is materially adverse we will re-issue this PDS or documents incorporated into the PDS (as applicable).

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For further information about the methodology used by Chant West, see **chantwest.com.au**

1. About WealthFoundations Super and Pension

WealthFoundations is offered through the Plan, which is a complying super fund. ETSL is the Trustee for the Plan. The Plan is a resident regulated super fund within the meaning of the *Superannuation Industry (Supervision) Act 1993* (Cth) (**SIS Act**), and is able to accept all permitted types of superannuation contributions. Within WealthFoundations you have the ability to select a super, or pension account (including a Transition to Retirement (**TTR**) account), or a combination of these. A WealthFoundations Super account lets you manage and grow your super. A WealthFoundations Pension account allows you to generate an income stream to fund your pre-retirement or retirement lifestyle.

Through WealthFoundations you can invest in IPS Strategies, single investment solutions or in Guaranteed Cash. A LifeStages strategy is also available.

WealthFoundations is designed to be operated on your behalf by your nominated financial adviser, so applications will generally only be accepted via a financial adviser (subject to Trustee approval of the other circumstances in which new applications may be accepted). If your advice arrangement changes in the future, you can nominate a new financial adviser who will need to be authorised to use WealthFoundations, or alternatively you can continue to manage your WealthFoundations account without a financial adviser through the ClearView Portal or by calling the Service Centre on **132 977**.

The Trustee and executive remuneration disclosure, and any other document or information that must be disclosed for the Trustee and the Plan by law can be found on, or accessed from, **clearview.com.au**.

2. How super works

Super is a long-term investment designed to help you save for your retirement which is, in part, compulsory with regular contributions made by you and/or your employer. If you are an employee, your employer must pay Superannuation Guarantee (**SG**) contributions on your behalf. Employees are able to choose which fund their employer pays their superannuation contributions into. If you would like your employer to pay contributions into your WealthFoundations account, you will need to give them a completed *ATO Standard Choice form*, available at **clearview.com.au/forms** or by calling the Service Centre on **132 977**.

To make your super grow faster you can make additional contributions (on top of your mandated SG contributions). This may include pre-tax salary sacrifice contributions (made by your employer for you) or personal contributions (made by you or your spouse).

Depending on your circumstances, your contributions may be tax deductible or entitle you to government contributions.

Consolidating your super into one super account can be a great way to keep track of your super balance and retirement savings, and to avoid paying multiple fees. If you wish to consolidate your super please speak to your financial adviser or call the Service Centre on **132 977**.

Because super is designed for retirement there are restrictions on contributions to and withdrawals from super. There are also a variety of government incentives and tax savings to assist you in saving for your retirement lifestyle. To find out more go to **ato.gov.au/super** or **moneysmart.gov.au**.

Access to your super

You can only access your super once you meet specific conditions that are set out in super law. Generally this is when you retire from the workforce after reaching your preservation age, when you turn age 65 or (if you have reached preservation age) through a TTR strategy. Further information regarding your preservation age, as well as other conditions of release, is available at **ato.gov.au/super**. Depending on your eligibility, super can be accessed in a lump sum(s) or via a pension.

You should read the important information about 'How super works' and 'How pensions work' before making a decision. Go to the WealthFoundations AIB available at **clearview.com.au/pds**. The material relating to 'How super works' and 'How pensions work' may change between the time you read this document and the day when you acquire the product or decide to access the product.

3. Benefits of investing with WealthFoundations

Peace of Mind

A Foundation Assurance Benefit (provided by ClearView Life) helps guard against market surprises if you die at any age or become totally and irreversibly unable to perform certain Activities of Daily Living prior to age 65 (conditions apply).

Guaranteed Cash provides security of capital without locking your money away. Any guarantee associated with Guaranteed Cash is provided by ClearView Life, not the Trustee.

Choose who receives your account balance by nominating one or more beneficiaries or your estate to receive your account balance in the event of your death.

An opportunity to access external insurance cover. You are able to fund your insurance premiums with other providers directly from your WealthFoundations Super account via rollover.

Invest to match your stage of life with the LifeStages Strategy where we adjust your investment profile over time as you get older.

Efficient

Online access to your account through the ClearView Portal 24/7. You can check your balance, any contributions and payments, update your details and more. If you have an adviser, your adviser will also be able to manage your account online.

Straightforward fees and costs. WealthFoundations offers a simple fee structure where all ongoing fees and costs for managing your account are reflected in the unit price for each underlying investment. Other fees and costs may apply.

Lower administration fees and costs for eligible accounts and family groups may apply if your account or all eligible accounts in your family group have a combined daily balance over \$250,000 (conditions apply).

Monthly rebalancing which automatically brings your account balance back in line with your original investment allocation (Investment Pool); this adjusts for any market movements during the month.

Smart allocation is designed to minimise unnecessary trades at the next monthly rebalance by investing any new contributions into the underlying investments which are under weight to their target investment allocation first, then proportionally across the rest of your Investment Pool.

Transfer your Kiwisaver into a WealthFoundations super account if you want to keep your super savings in one place.

It is easy to make additional contributions into your super account as there are no minimum contribution amounts and you can contribute on an ad-hoc or regular basis, subject to Government limitations (see section 6 of the AIB).

Transact over the phone (TeleAccess) allows you to easily make additional investments, partial withdrawals (subject to meeting a condition of release), or switch your investment options by calling the Service Centre.

Choice

Professionally managed investment options are available across the full range of investor risk profiles and include diversified, asset class specific, active and index options.

Blending to create your ideal portfolio. You have the flexibility to blend up to 10 different investment options across a range of risk profiles, investment styles and fees to create your preferred fee structure and investment portfolio.

Adviser Service Fee flexibility. We offer flexible options to pay any Adviser Service Fees for super related advice that you agree with your adviser from your WealthFoundations account (conditions apply).

Transparent

See how your super is invested within any IPS Strategy you have chosen. We allocate a proportion of your account to underlying investments which you can see online, or on your annual Member Benefit Statement.

You should read the important information about 'Benefits of investing with WealthFoundations' and 'How your account works' before making a decision. Go to the WealthFoundations AIB available at clearview.com.au/pds. The material relating to the 'Benefits of investing with WealthFoundations' and 'How your account works' may change between the time you read this document and the day when you acquire the product.

4. Risks of super

Before you consider investing in WealthFoundations, it is important you understand the risks that can affect your super and investments.

General risks

There is a risk that super laws, as well as tax laws, may change in the future and may adversely affect your investment. Super is a way of investing for your retirement and depending on the amount contributed, investment returns and the length of time invested, there is a risk that the amount of your super may not be enough to provide adequately for your retirement.

Investment risks

All investments involve a degree of risk. Different strategies may carry different levels of risk depending on the assets that are included in a particular strategy. It is important to understand that assets with the highest long-term returns may carry the highest expected level of short-term risk. You should be aware that the value of your investments and level of returns will vary over time and future returns may differ from past returns. Returns are not guaranteed and you may lose some of your investment.

Specific risks may include counterparty risk, custodian risk, diversification risk, liquidity risk, market risk, operational risk, regulatory risk, security specific risk and transaction risks and some investment-specific risks (for example, credit risk, currency risk, interest rate risk, foreign investment risk and investment manager risk).

You should discuss your investment choice with your financial adviser who can recommend an investment strategy to suit your needs. The appropriate level of risk for you will depend on your age, investment time frame, your risk tolerance as well as assets and investments you hold separately to your account(s) in WealthFoundations.

You should read the important information about 'Risks of super' before making a decision. Go to the WealthFoundations AIB available at clearview.com.au/pds. The material relating to the 'Risks of super' may change between the time you read this document and the day when you acquire the product.

5. How we invest your money

Through WealthFoundations you can invest in model portfolios (**IPS Strategies**), single investment solutions or in Guaranteed Cash. You can mix different options to create an investment strategy that suits you. All the investment options available on WealthFoundations are invested via ClearView Life investment policies. You can also choose the LifeStages Strategy where we'll adjust your portfolio mix as you move from the early stages of your working life (focused on growth) through to retirement (when your need for income increases).

When you open a WealthFoundations account you or your adviser need to make an investment choice in your Application Form.

If we receive any rollovers or contributions and you have not provided a Money In or Money Out choice, they will be invested in Guaranteed Cash.

IPS Strategies

Each IPS Strategy has a different level of risk and potential level of return, which means you can select the strategy that best suits your risk profile and risk appetite. There are a range of IPS Strategies to choose from which include active and/or index investment management, as well as a choice of either diversified multi asset class or single asset class options.

ClearView Life's team of investment professionals select a mix of underlying investments to suit the goals and objectives of each IPS Strategy and monitor them on a regular basis. When changes need to be made to the underlying investments ClearView Life manage this. ClearView Life will also rebalance your mix of IPS Strategies (your Investment Pool) on a monthly basis. More information about all available IPS Strategies, as well as Guaranteed Cash, can be found in the AIB or IOL. A sample of the choices available (including a 'balanced option' with 70% growth asset/30% defensive asset exposures) are shown in the table below.

	Assertive 70 Strategy	IPS Index Base 50 Strategy	Guaranteed Cash
Product summary	A portfolio of actively and passively managed assets designed to achieve high returns over the long-term.	A diversified investment which is made up of passively managed assets designed to achieve moderate returns over the medium-term.	A portfolio of cash and short-term securities designed to provide security of capital with some income.
Investor profile	For investors who desire the potential for higher returns and are comfortable with higher risks.	For investors who seek capital growth and are willing to accept some volatility.	For investors looking for high security for their capital. ¹
Investment return benchmark	CPI + 3.5% p.a. over rolling 7-year periods (before fees & taxes)	CPI + 2.5% p.a. over rolling 5-year periods (before fees & taxes)	RBA Cash Rate + 0% p.a. over rolling 1-year period (before fees & taxes)
Minimum suggested investment time frame	7 years	5 years	1 year
Standard risk measure²	5 / Medium to high	4 / Medium	1 / Very low
Growth assets³			
Target asset allocation	70%	50%	0%
Australian Shares	26%	20%	0%
International Shares	32%	30%	0%
Property & Infrastructure	12%	0%	0%
Defensive assets³			
Target asset allocation	30%	50%	100%
Cash	4%	20%	100%
Fixed interest	26%	30%	0%

- Any guarantee is provided by ClearView Life, not the Trustee.
- For more information refer to the 'How is risk measured?' in the IOL.
- The asset class target allocations are as the date of preparation of the PDS. The target allocations may vary from time to time and may be updated within the IOL at clearview.com.au/pds. Actual asset allocations may differ from target asset allocations. For information about actual asset allocations at 30 June each year, refer to the Annual Report for this product.

Warning: When choosing your investment options you must consider the likely investment return, the level of risk and your investment time frame.

You should read the important information about, 'How your account works' (including Investment options available) and the IOL before making a decision. Go to the AIB and IOL available at clearview.com.au/pds. The material relating to 'How your account works' and the IOL may change between the time you read this document and the day when you acquire the product.

6. Fees and other 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)** Moneysmart website (moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

Note: Adviser Service Fees may be negotiated with your adviser. The fees for this product are not subject to negotiation and are outlined in the table below.

Fees and costs summary

The information in the following table can be used to compare WealthFoundations fees and costs with other super and pension products. The ASIC fee calculator can be used to help you calculate the effect of fees and costs on account balances. The fees and costs charged may be deducted from your account or from investment returns. The following table shows fees and costs for the Assertive 70 Strategy, the IPS Index Base 50 Strategy and the Guaranteed Cash investment option. Fees and costs for other investment options can be found in the AIB at clearview.com.au/pds. The IOL also includes some additional information about fees and costs.

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Type of fee or cost	Amount for Assertive 70 Strategy	Amount for IPS Index Base 50 Strategy	Amount for Guaranteed Cash	How and when paid
Ongoing annual fees and costs²				
Administration fees and costs	0.20% p.a. If you or your family group have more than \$250,000 invested in WealthFoundations, if eligible, your fees may reduce by the Fee Rebates below:			Administration fees and costs are reflected in the unit price for each underlying investment (calculated each business day) and are not deducted directly from your account. Fee Rebates are based on either your daily account balance as an individual member, or the combined daily account balance of your family group. The Fee Rebate is calculated daily and credited (net of applicable tax) to your, or your family groups', accounts monthly where the eligibility criteria to receive this rebate are met. ³
	Total account balance		Fee Rebate	
	First \$250,000		0.00% p.a.	
	Next \$250,000		0.05% p.a.	
	Next \$500,000		0.10% p.a.	
	Over \$1 million		0.20% p.a.	
Investment fees and costs (estimated) ⁴	1.21 % p.a.	0.11 % p.a.	0.30 % p.a.	Investment fees and costs are reflected in the unit price (calculated each business day) for each underlying investment and are not deducted directly from your account.
Transaction costs (estimated) ⁵	0.03 % p.a.	0.00 % p.a.	0.00 % p.a.	Transaction costs are factored into unit price (calculated each business day) of each underlying investment and are not deducted directly from your account.
Member activity related fees and costs				
Buy-sell spread ⁶	Nil			Not applicable, however buy-sell spread costs (factored into the unit price of each underlying investment) are reflected in the Transaction costs for each investment option.

Switching fee	Nil	Not applicable, however switching between investment options may result in buy-sell spread costs.
Other fees and costs ⁷	Adviser Service Fees as agreed with your financial adviser. Adviser Service Fee caps apply.	Once your consent has been received, any Adviser Service Fees for super related advice agreed between you and your financial adviser will be deducted from your account as you've instructed in your Money Out Choice and paid to your financial adviser. Timing of fee deductions will be based on whether you have agreed an Ad-hoc dollar amount or an Ongoing monthly fee with your financial adviser.

- Where applicable, all figures shown include the net effect of Goods and Services Tax (**GST**) and Reduced Input Tax Credit (**RITC**). Refer to the 'GST and RITC' section of the AIB for further details. All fees & rebates in the table above are before any tax benefit (if applicable). A tax benefit may apply to certain fees charged to your super and TTR accounts.
- If your account balance for a product offered by the super entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.
- Please refer to the 'Fee Rebates' section of the AIB for details.
- Investment fees and costs may include an amount for performance fees ranging from 0.00% - 0.28% p.a. The calculation basis for these amounts are set out under the 'Additional explanation of fees and other costs' in section 7 of the AIB, along with the investment fees and costs for other investment options. Investment fees and costs may vary from year to year and will depend on the investment option(s) you select.
- The transaction costs disclosed for these investment options are calculated based on the year ended 30 June 2023. Transaction costs will depend on actual transaction costs (including buy-sell spread costs) incurred in future years and the investment options you select. Please refer to 'Additional explanation of fees and other costs' in section 7 of the AIB for the transaction costs for each investment option.
- Buy-sell spreads apply to the underlying investments and are reflected in the unit prices for those investments. Please refer to the IOL for indicative information about the buy-sell spread costs applicable to each investment option, based on the weighted average of the buy-sell spreads for relevant underlying investments.
- Additional fees and costs (advice fees) may apply. Refer to the 'Additional explanation of fees and other costs' section below.

Examples of annual fees and costs for a superannuation product

The following tables give examples of how the ongoing annual fees and costs for the Assertive 70 Strategy, IPS Index Base 50 and Guaranteed Cash investment options for this superannuation product can affect your superannuation investment over a 1-year period. You should use these tables to compare this superannuation product with other superannuation products.

EXAMPLE - Assertive 70 Strategy		Balance of \$50,000
Administration fees and costs	0.20%	For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$100 in administration fees and costs.
PLUS Investment fees and costs	1.21%	And , you will be charged or have deducted from your investment \$605 in investment fees and costs.
PLUS Transaction costs	0.03%	And , you will be charged or have deducted from your investment \$15 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 \$720 for the superannuation product.
EXAMPLE - IPS Index Base 50 Strategy		Balance of \$50,000
Administration fees and costs	0.20%	For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$100 in administration fees and costs.
PLUS Investment fees and costs	0.11%	And , you will be charged or have deducted from your investment \$55 in investment fees and costs.
PLUS Transaction costs	0.00%	And , you will be charged or have deducted from your investment \$0 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 \$155 for the superannuation product.
EXAMPLE - Guaranteed Cash		Balance of \$50,000
Administration fees and costs	0.20%	For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$100 in administration fees and costs.

PLUS Investment fees and costs	0.30%	And , you will be charged or have deducted from your investment \$150 in investment fees and costs.
PLUS Transaction costs	0.00%	And , you will be charged or have deducted from your investment \$0 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 \$250 for the superannuation product.

Note: Additional fees may apply. The cost of product information for each investment option in WealthFoundations can be found in the AIB.

Additional explanation of fees and costs

Additional information on fees and costs can be found in the 'Fees and other costs' section of the AIB and within the IOL, both available at clearview.com.au/pds.

WealthFoundations' fees and costs can be increased or altered without your consent, subject to any maximum amount allowed under the Trust Deed. If we increase our fees or charges within WealthFoundations you will receive 30 days advance notice. Fees and costs charged by ClearView Life in relation to its life investment policies may not be notified in advance. Changes to fees and costs shown in this PDS may be updated within the IOL, or at clearview.com.au/pds. Adviser service fees payable to your financial adviser can only be altered with your consent. For more information on increases or alterations to fees and costs see the 'Additional explanation of fees and costs' section in section 7 of the AIB.

Warning: Adviser Service Fees (which are negotiable) may apply if you consult a financial adviser. The ClearView Portal and your Statement of Advice (SOA) given to you by your financial adviser will tell you the amount of any Adviser Service Fees applicable to your account.

You should read the important information about 'Fees and other costs' (including definitions of fees) before making a decision. Go to the WealthFoundations AIB available at clearview.com.au/pds. The material relating to 'Fees and other costs' in the AIB may change between the time you read this document and the day when you acquire the product.

7. How super is taxed

The laws relating to super including tax laws can be complex. You should consult your financial adviser and/or tax professional on super rules and tax advice specific to your circumstances.

Tax on contributions

Tax is payable on some contributions made to super accounts depending on the amount and type of contribution. Generally tax payable will be deducted from your account and paid to the Australian Taxation Office (ATO) on your behalf.

Concessional or before-tax contributions are generally subject to tax at a rate of up to 15%. Non-concessional or after-tax contributions are generally not subject to tax.

If you are classified as a high income earner, you may need to pay an additional 15% tax on some or all of your concessional contributions.

You will receive a notice of assessment from the ATO if you are liable for this additional tax.

Contributions made by eligible members who claim a tax deduction on their contributions will be treated as concessional contributions. Contributions tax is generally deducted when the Administrator receives a concessional contribution or after the Administrator receives a personal tax deduction notice. While you may contribute as much as you like, there are limits (caps) on the amount of concessional and non-concessional contributions that you can make without incurring extra tax.

Warning: You may incur additional tax if you exceed the contribution caps. This will depend on your circumstances and the types of contributions made. Up-to-date information is available at ato.gov.au/super.

Tax on investment earnings

Investment earnings, such as capital gains and income, are taxed at a maximum rate of 15% in WealthFoundations Super and for TTR pensions. However, the actual rate of tax may be reduced due to certain tax credits and rebates available such as imputation credits on dividends from share investments. The earnings for WealthFoundations Pension accounts are usually tax-free.

Tax on withdrawals

The amount of tax payable on a lump sum withdrawal if you are under the age of 60 depends on your individual circumstances and the individual tax components included in your benefit. There is generally no tax payable on withdrawals when you are age 60 or over, or on rollovers to other super funds.

Providing your Tax File Number

Warning: When you open a WealthFoundations account you will be asked to provide your Tax File Number (TFN).

While you are not obliged by law to provide your TFN, you are not able to open a WealthFoundations account without providing your TFN or a valid TFN exemption code (unless we already hold your TFN).

You should read the important information about 'How super works' and 'How super is taxed' before making a decision. Go to the WealthFoundations AIB available at clearview.com.au/pds. The material relating to 'How super works' and 'How super is taxed' may change between the time you read this document and the day you acquire the product.

8. How to open an account

You should read all parts of the PDS and assess whether the product is appropriate for you. If you decide to invest in the product, you should always check that you are completing the most recent Application Form available at **clearview.com.au**. Applications for an account can generally only be made via a financial adviser (refer to the AIB for more information about this). A financial adviser who is registered with WealthFoundations can set up your account quickly and easily online, or via our paper-based Application Form.

If the Administrator receives a contribution that they are not able to process (for example if there is insufficient information to allocate it to your account or there are outstanding requirements), you or your financial adviser will be contacted for resolution. In the meantime, the money will be held in a non-interest-bearing trust for up to 30 days after the month that it's received. After this the money will be returned (without interest) to the source of the payment if possible, otherwise the money will be dealt with in accordance with relevant legislation.

The minimum initial investment to establish a pension account is \$20,000. There is no minimum initial investment for a super account.

If you change your mind

You are entitled to a 14-day cooling off period to decide whether your account meets your needs. Your 14-day cooling off period commences at the earlier of:

- you receiving confirmation of your initial contribution; or
- the end of the fifth business day after you become a member.

Your cooling-off period will end earlier if you exercise any of your rights as a member, for example by transacting on your account. You can close your account during the cooling-off period by contacting us. The exit amount will be adjusted to take into account any increase or decrease in the value of the investments, any tax payable and administration costs. As a result, the amount returned may be less than the amount invested. Preserved and restricted components of your account balance cannot be transferred to you directly and must be transferred to another complying super fund nominated by you.

How we keep you informed

So you can easily access communications when you need to, communications will be stored securely in your personal WealthFoundations Inbox within the ClearView Portal. When new items are added you'll be notified via email or text. We also offer members the option of having their communications sent in hard copy via post. Please note the default delivery communications preference for new members is online. You can change your communications delivery preference anytime online or by calling the Service Centre on **132 977**.

When you join

Once your application is accepted you'll receive directions on how to access your online account.

Your Welcome Pack will be available online, confirming your account details as well as providing other information you will find helpful to manage your account.

As a WealthFoundations member, we protect your personal information in accordance with the Trustee's Privacy Policy. The Plan's service providers also have their own privacy policies.

When things change on your account

The Administrator will communicate with you (via your preferred communication method) any time changes are made to your account.

Annual reporting

Each year after 30 June you'll receive a Member Benefit Statement which outlines what activity has occurred on your account over the 12 months to 30 June that year.

WealthFoundations Pension members also receive a Pension Pack each July which provides details of your proposed regular pension payments for the new financial year along with information you may need to complete your tax return and provide to other organisations. Other general information for WealthFoundations such as the Annual Report can be found at **clearview.com.au/annualreports**.

If you leave

We'll be sorry to see you go, but you'll be sent a statement showing all transactions that have happened since your last annual Member Benefit Statement, as well as a confirmation of the amount and destination of your final payment.

If you have a complaint

Our customers are important to us. If something goes wrong, we aim to make it right again. If you have an experience with WealthFoundations that you are not satisfied with, we're here to resolve the issue. If you have a complaint, please call **132 977** or write to:

ClearView Complaints Manager
Reply Paid 4232
Sydney NSW 2001

Email: **complaints@clearview.com.au**

You may lodge your complaint with the Australian Financial Complaints Authority (**AFCA**). AFCA is the external dispute resolution scheme for financial services complaints. For more information on AFCA and their contact details please refer to the AIB.

You should read the important information about establishing an account, complaints and privacy before making a decision. Go to 'How your account works', and 'Other information' in the WealthFoundations AIB available at **clearview.com.au/pds**. The material relating to 'How your account works', and 'Other information' may change between the time you read this document and the day you acquire the product.