

Telstra Super Pty Ltd

Financial Services Guide



Telstra Super Pty Ltd has a licence to deal in and provide general advice about superannuation products. Telstra Super Pty Ltd acts on its own behalf in providing these services.

This Financial Services Guide sets out what you need to know about Telstra Super Pty Ltd and helps you to decide if you wish to use our services.

This Financial Services Guide explains:

- what we do
- how we operate
- how we get paid
- how you can give us instructions
- our relationship with Telstra Super Financial Planning Pty Ltd, and
- how we resolve any complaints about our service or advice.

What Telstra Super does

Telstra Super is a superannuation fund that provides superannuation benefits for employees of Telstra Corporation Limited (Telstra) and employees who work for associated companies of Telstra.

Telstra Super also provides superannuation benefits for former employees of Telstra and its associated companies and to the eligible family of Telstra Super members through *Telstra Super Personal Plus* and *Telstra Super RetireAccess*[®].

How Telstra Super operates

Telstra Super Pty Ltd is the trustee of the Telstra Superannuation Scheme (Telstra Super). The purpose of Telstra Super Pty Ltd is to make sure Telstra Super provides the appropriate superannuation benefits to you (as a member) and your dependants.

Product disclosure statement

If you have requested information about or are obtaining a Telstra Super product, you may receive a product disclosure statement with this Financial Services Guide that provides important information about how the product works, fees and charges, insurance, taxes, and your privacy.

How Telstra Super Pty Ltd is paid

Any representative of Telstra Super Pty Ltd who provides you with information about your super arrangement is paid a fixed salary and potentially a bonus, which is not dependent on sales targets or commission payments.

All reasonable costs incurred by Telstra Super Pty Ltd on behalf of Telstra Super are met directly from Telstra Super. Telstra Super Pty Ltd does not receive any commission payments.

For more information on fees charged to Telstra Super members, please refer to the product disclosure statement for the product you are considering.

How you can give instructions to Telstra Super Pty Ltd

You can give instructions to Telstra Super Pty Ltd over the telephone, in writing, via our website or, in some cases, face-to-face.

Telstra Super Pty Ltd's relationship with Telstra Super Financial Planning Pty Ltd

Telstra Super Pty Ltd and Telstra Super Financial Planning Pty Ltd are separate legal entities. Telstra Super Financial Planning Pty Ltd is a wholly owned subsidiary of Telstra Super Pty Ltd (the trustee of Telstra Super).

Telstra Super Financial Planning employees receive a fixed salary and potentially bonuses. Bonuses are paid depending on the achievement of compliance and service standards, as well as meeting business targets.

Telstra Super Financial Planning is paid a service fee by Telstra Super Pty Ltd for the provision of financial planning services to members of Telstra Super. The fee is calculated as a percentage of the total aggregate account balance of members under the advice of Telstra Super Financial Planning. This percentage may vary within a range of 0.1% to 0.3% p.a. As at 1 July 2011 the percentage was 0.16%. The service fee is paid from the administration expenses of Telstra Super and is not an additional charge to members.

How Telstra Super Pty Ltd resolves complaints

At Telstra Super Pty Ltd we will try our best to solve your problems over the phone in a prompt manner. Please call **1300 033 166** and let us know if you have a problem.

If a problem cannot be resolved over the phone, we will refer it to the Complaints Officer, or alternatively you can write to:

The Complaints Officer
Telstra Super Pty Ltd
PO Box 14309
MELBOURNE VIC 8001

The Complaints Officer will review your issue and work to resolve the problem as soon as possible (within a maximum of 90 days). If, after review, we cannot assist you and you would like to take the matter further, please contact the Superannuation Complaints Tribunal (SCT). The SCT is an independent body set up by the Commonwealth Government to help members and beneficiaries to resolve certain complaints with their super.

The SCT may be able to help you resolve a complaint with Telstra Super Pty Ltd, but only if you have first made use of our internal complaint handling process. You can contact the SCT on 1300 884 114 or visit our website www.telstrasuper.com.au for more details.

How is Telstra Super Pty Ltd insured?

Telstra Super Pty Ltd has in place, insurance that provides professional indemnity insurance cover. This insurance covers the conduct of all current and former employees and representatives of Telstra Super Pty Ltd. The insurance covers their conduct whilst they are an employee or representative of Telstra Super Pty Ltd.

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Telstra Super Pty Ltd, ABN 86 007 422 522, AFSL 236709, is the Trustee of the Telstra Superannuation Scheme (Telstra Super) ABN 85 502 108 833.