



# Additional Information About Your Super

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The information in this Guide forms part of the Product Disclosure Statement (PDS) for TelstraSuper Corporate Plus dated 4 April 2024 and TelstraSuper Personal Plus dated 4 April 2024. You should read the information in this document (which forms part of the PDS) before making a decision. You should also refer to the relevant target market determinations (TMDs) available at [telstrasuper.com.au/pds](http://telstrasuper.com.au/pds)

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Telstra Super Pty Ltd ABN 86 007 422 522, AFSL 236709 (Trustee) is the Trustee of the Telstra Superannuation Scheme ABN 85 502 108 833 (TelstraSuper) and is referred to throughout this document as “the Trustee”, “our”, “we” or “us”.

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# 01

## Fees and other costs

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

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

Taxes, insurance fees and other costs relating to insurance are set out in another part of this document. You should read all the information about fees and other costs because it is important to understand their impact on your investment.

The inclusion of the following statement is a requirement of law. Please note that none of the fees and costs listed in this section are open to negotiation.

### 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 [www.moneysmart.gov.au](http://www.moneysmart.gov.au) has a superannuation fee calculator to help you check out different fee options.



The following table and other tables in this guide set out the fees and costs for each investment option offered by TelstraSuper.

## Fees and costs summary

Type of fee or cost	Amount	How and when paid
<b>Ongoing annual fees and costs<sup>1</sup></b>		
Administration fees and costs <sup>1,4</sup>	<p>\$1.00 per week</p> <p><b>Plus</b></p> <p>0.16% per annum (up to a limit of \$1,600<sup>5</sup>)</p> <p>\$172 p.a. (annual platform fee) if you're invested in the Direct Access investment option (see the <b>Direct Access Guide</b> for more information).</p>	<p>The dollar-based fee is deducted from your account at the end of each quarter or when you leave TelstraSuper.</p> <p>The percentage-based fee is deducted in the calculation of unit prices daily.</p>
	<p>Fund reserve expenditure<sup>#</sup></p> <p>In the 2022/2023 financial year, in relation to the Fund as a whole, the Trustee spent \$18.66m more out of the Fund reserve than the Trustee credited to the Fund reserve during that year from fees. This excess amount represents 0.08% of average Fund assets over the year.</p> <p>Payments from these reserves in a year do not increase member fees or reduce member returns for that year.</p>	<p>The Trustee uses the Fund reserve as and when needed throughout a year for Fund-related expenditure.</p>
Investment fees and costs <sup>1,2,3,4</sup>	<p>0.78% p.a. for High Growth</p> <p>0.77% p.a. for Growth</p> <p>0.74% p.a. for Balanced</p> <p>0.59% p.a. for Moderate</p> <p>0.53% p.a. for Conservative</p> <p>0.36% p.a. for International Shares</p> <p>0.26% p.a. for Australian Shares</p> <p>1.30% p.a. for Property</p> <p>0.37% p.a. for Diversified Bonds and Credit</p> <p>0.08% p.a. for Cash</p> <p>0.77% p.a. for MySuper Growth</p> <p>0.74% p.a. for MySuper Balanced</p> <p>0.59% p.a. for MySuper Moderate</p> <p>0.53% p.a. for MySuper Conservative</p> <p>0.20% p.a. subject to a maximum of \$3,000 p.a. for the Direct Access investment option.</p>	<p>Deducted in the calculation of unit prices daily.</p> <p>The Direct Access investment fee is deducted quarterly in arrears from your TelstraSuper account. See the <b>Direct Access Guide</b> for more information.</p>
Transaction costs	<p>0.06% p.a. for High Growth</p> <p>0.09% p.a. for Growth</p> <p>0.08% p.a. for Balanced</p> <p>0.07% p.a. for Moderate</p> <p>0.06% p.a. for Conservative</p> <p>0.05% p.a. for International Shares</p> <p>0.06% p.a. for Australian Shares</p> <p>0.21% p.a. for Property</p> <p>0.00% p.a. for Diversified Bonds and Credit</p> <p>0.00% p.a. for Cash</p> <p>0.09% p.a. for MySuper Growth</p> <p>0.08% p.a. for MySuper Balanced</p> <p>0.07% p.a. for MySuper Moderate</p> <p>0.06% p.a. for MySuper Conservative</p>	<p>Deducted in the calculation of unit prices daily.</p>
<b>Member activity related fees and costs</b>		
Buy-sell spread	<p>The buy cost or sell cost ranges from 0% to 0.10% depending on the investment option. See the 'Additional explanation of fees and costs' section for more details.</p>	<p>Deducted in the calculation of unit prices at the time of the transaction.</p>
Switching fee	<p>Nil</p>	<p>Not applicable</p>
Other fees and costs <sup>4</sup>	<p>Other fees and costs such as activity fees, advice fees for personal advice or insurance fees may apply. Entry fees and exit fees cannot be charged.</p>	<p>The fees will depend on the activity you are undertaking and may be deducted from your account or you may need to pay the fee directly.</p>

<sup>#</sup> The Trustee maintains a Fund reserve for expenditure on things such as strategic initiatives and provisioning to enable the Trustee to pay for certain contingencies and potential liabilities, including any payments which may be made to the Trustee capital reserve. The Fund reserve is funded mainly from member account fees.

1. If your account balance for a product offered by TelstraSuper is less than \$6,000 at the end of our 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 (excludes buy-sell spreads (if any) on member initiated transactions). Depending on your circumstances you may be eligible for an administration fee rebate. For further information, refer to page 10.

2. Investment fees and costs includes amounts of 0.00% - 0.53% for performance fees. The calculation basis for these amounts is set out in the 'Additional explanation of fees and costs' section.

3. Investment fees and costs are estimates and include fees which are paid directly by the Trustee such as management fees, any applicable performance fees charged by investment managers and custodian fees. They also include indirect investment costs. Investment fees and costs are based on the investment fees and costs for the year ended 30 June 2023 except that amounts referable to performance fees are based on the average performance fees for the 5 years ended 30 June 2023 (if an investment has not existed or did not provision for performance fees for the last 5 financial years – performance fees are based on the average for the period since the option has existed and provided for performance fees.) The actual amount you will be charged in subsequent financial years will depend on the actual investment fees and costs incurred for the relevant period. If you are invested in the MySuper Lifecycle and/or have more than one other investment option, any fees and costs deducted from gross investment earnings will be apportioned.

4. See the 'Additional explanation of fees and costs' below for further information.

5. Refer to the 'Fee rebate' section on page 10 for details.

## Example of annual fees and costs for TelstraSuper's MySuper Lifecycle

This table gives an example of how the ongoing fees and costs for TelstraSuper's MySuper Lifecycle under MySuper Growth can affect your superannuation investment over a one year period. You should use this table to compare this superannuation product with other superannuation products.

Example		
MySuper Growth <sup>1</sup>		BALANCE OF \$50,000
Administration fees and costs	\$52 p.a. (\$1.00 per week) <b>Plus</b> 0.16% p.a. <sup>2</sup>	For every \$50,000 you have in MySuper Growth you will be charged or have deducted from your investment \$80 in administration fees and costs plus \$52 regardless of your balance.
<b>PLUS</b> Investment fees and costs	0.77% p.a.	And, you will be charged or have deducted from your investment \$385 in investment fees and costs
<b>PLUS</b> Transaction costs	0.09%	And, you will be charged or have deducted from your investment \$45 in transaction costs.
<b>EQUALS</b> Cost of product		If your balance was \$50,000 <sup>3</sup> at the beginning of the year, then for that year you will be charged fees and costs of <b>\$562</b> for MySuper Growth.

1. Although the MySuper Growth is the default option only for members aged under 50, we have used it in this example as it has the highest investment fees and costs.

2. This does not include the excess payments from the Fund reserve over credits to the Fund reserve during the 2022/2023 financial year of \$18.66m. Refer to the Fees and costs summary table for details.

3. These fees and costs assume your balance remains at \$50,000 throughout the year.

Note: Additional fees may apply. The example above is based on an investment in MySuper Growth (applicable to members in MySuper aged under 50). The cost is different for members invested in MySuper Balanced, MySuper Moderate or MySuper Conservative. The investment fees and costs are based on those fees and costs for the year ended 30 June 2023. The amount charged in subsequent financial years will depend on the actual investment fees and costs incurred for the relevant period.

## 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 a buy-sell spread may apply: Refer to the Fees and costs summary for the relevant superannuation product or investment option.)

You should use this figure to help compare superannuation products and investment options using the following table:

Name of option	Cost of product
High Growth	\$552
Growth	\$562
Balanced	\$542
Moderate	\$462
Conservative	\$427
International Shares	\$337
Australian Shares	\$292
Property	\$887
Diversified Bonds and Credit†	\$317
Cash	\$172
MySuper Growth	\$562
MySuper Balanced	\$542
MySuper Moderate	\$462
MySuper Conservative	\$427
Direct Access	\$404

## Defined fees

### Activity fees

A fee is an *activity fee* if:

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

- relate to the administration or operation of the entity, and
- 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, and
- relate to that administration or operation debited from reserves that, in a period, exceed amounts credited to reserves in that period that are also administration fees and costs.

\* These fees and costs assume your balance also remains at \$50,000 throughout the year.

† Previously known as Fixed Interest.

### Advice fees

A fee is an *advice fee* if:

- (a) 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:
  - (i) a trustee of the entity; or
  - (ii) another person acting as an employee of, or under an arrangement with, the trustee of the entity; and
- (b) 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 transaction costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity. The Trustee reviews the level of buy-sell spreads periodically.

### 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 include:

- (a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
- (b) costs incurred by the trustee of the entity that:
  - (i) relate to the investment of assets of the entity; and
  - (ii) 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<sup>^</sup>

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.

A *switching fee* for 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 class of beneficial interest in the superannuation entity to another.

Switching fees are in addition to buy-sell spreads.

### 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.

### Additional explanation of fees and costs

While we keep our fees competitive, there are times we need to introduce new or increased fees. We can change the fees charged at any time without your consent. We'll give you at least 30 days' notice before any changes are made.

### Activity fees (Direct Access only)

Transactional fees and brokerage	Trade total value	Price per trade (excluding GST)
ASX listed securities	\$0.00 to \$10,000.00	\$15.00
	\$10,000.01 or more	0.15% of total trade value

For more information about fees and costs applicable to Direct Access, refer to the **Direct Access Product Guide** available at [telstrasuper.com.au/pds](http://telstrasuper.com.au/pds)

### Administration fees and costs

Administration fees and costs include any excess fees and costs that relate to the administration or operation of a superannuation entity that are debited from reserves, over fees and costs that are credited to reserves in the same period.

### Indirect investment costs

Indirect investment costs are those costs which are not paid directly out of TelstraSuper by the Trustee. Some indirect costs will be known by the Trustee, while for others, the Trustee may reasonably estimate the cost. These indirect costs are deducted daily in the calculation of unit prices. They may include costs incurred in or by an interposed vehicle (see "Interposed vehicle" section below for further details).

Indirect investment costs differ between investment options. These costs are based on numerous factors including the complexity of the investment options that are involved, the different asset classes and investment managers that make up the investment option(s).

### Investment fees

To cover the cost of investing your retirement savings, we charge a competitive investment fee which varies depending on your investment choice. See table on page 5.

The investment fee includes the base management fee charged by external investment managers and applicable performance fees that may also be payable by the Trustee.

<sup>^</sup> For more information on switching, refer to page 18.

The investment fee also includes fees paid directly by the Trustee to its custodian. Any income retained by the custodian as part of the securities lending agreement it has with the Trustee is also included in the investment fee. It's not deducted from your account, instead it is taken into account when calculating unit prices.

Estimated investment fees are set out in the Fees and costs summary on page 5 and historical performance fees for our MySuper Lifecycle and each of our investment options are set out in the table on page 9.

### Interposed vehicle

An interposed vehicle is a body, partnership or trust that sits between TelstraSuper and its end investment which satisfies a number of legal requirements.

For example, if TelstraSuper invests in a property by purchasing the property, the property is an investment in its own right. However, if TelstraSuper invests in a property via a property investment trust, the property trust is an interposed vehicle.

Fees and costs disclosed by super funds must generally include the fees and costs of interposed vehicles.

"Interposed vehicles" is a complex concept under the law. For a more comprehensive definition, please refer to ASIC *Regulatory Guide 97 Disclosing fees and costs in PDSs and periodic statements* (RG 97) plus any other regulatory guidance. The RG 97 Guide is available on the ASIC website at [www.asic.gov.au](http://www.asic.gov.au)

### Transaction costs

Transaction costs relate to the Trustee's buying and selling of investments and may include third party transaction costs such as brokerage, buy-sell spreads, settlement costs, stamp duty, foreign exchange costs, clearing costs and costs incurred in or by an interposed vehicle.

### Buy-sell spread

Members may initiate transactions which involve the buying or selling of units in TelstraSuper's investment option(s).

The cost of these member-initiated transactions, such as contributions, investment switches and withdrawals, are covered by a cost known as a buy-sell spread.

TelstraSuper only charges a buy-sell spread in relation to units bought or sold in the Property investment option. Currently buy-sell spreads are not charged in relation to the other TelstraSuper investment options.

Where a buy-sell spread is charged, it is a cost that is in addition to the investment and administration fees and costs, set out in the table on page 5.

Buy-sell spreads don't apply to the Direct Access investment option, however, other fees (activity fees) may apply which reflect transactional costs, brokerage or other services associated with investing via the Direct Access investment option. See 'Activity fees (Direct Access only)' on page 7.

Buy-sell spreads don't apply to the automatic, age-based investment switches within TelstraSuper's MySuper Lifecycle.

The table below shows the estimated buy and sell cost for each investment option:

Investment option	Buy cost	Sell cost
High Growth	0%	0%
Growth	0%	0%
Balanced	0%	0%
Moderate	0%	0%
Conservative	0%	0%
International Shares	0%	0%
Australian Shares	0%	0%
Property	0.10%	0.10%
Diversified Bonds and Credit	0%	0%
Cash	0%	0%
MySuper Growth*	0%	0%
MySuper Balanced*	0%	0%
MySuper Moderate	0%	0%
MySuper Conservative*	0%	0%

\*These buy-sell spreads apply to member-initiated investment switches in and out of TelstraSuper's MySuper Lifecycle.

Buy-sell spreads are used to equitably allocate transaction costs to those members who initiate a transaction involving the buying or selling of units in TelstraSuper's investment option(s). These costs are an estimate of both internal and external costs associated with the buying and selling of those investments.

No part of the buy-sell spread is paid to the Trustee as the product issuer or external investment managers.

- How the buy-sell spread works  
When making a contribution, investment switch or withdrawal, you're effectively buying and/or selling investment units, similar to how you would purchase and sell shares in a company.  
The buy and sell prices of a particular investment option may differ as a result of the variable costs associated with buying or selling units and any underlying securities or assets. The difference in buy and sell prices (which is the aggregate of any buy cost and sell cost) is the buy-sell spread.
- How buy-sell spreads impact your account  
The cost of any buy-sell spread is not directly deducted from your account, but is reflected in calculating the unit prices. This will therefore affect the number of units you're able to purchase in an investment option, when making an investment switch or extra contribution, and the value of your units if you were to withdraw them.

<sup>†</sup> Exceptions may apply where an investment manager was first appointed in the current financial year.



- **Setting the buy-sell spreads**

The buy-sell spreads applied to our investment options are estimates only, and are reviewed on a regular basis to reflect actual costs associated with member-initiated transactions.

### Performance fees

Some of our external investment managers may be entitled to receive performance fees if they generate strong returns. The performance fees charged by the investment managers we have appointed are included in the “investment fees and costs” in the Fees and costs summary on page 5. In addition, managers of interposed vehicles in which our investment options are invested may charge performance fees and the portion of these fees attributable to each investment option is included in the “investment fees and costs” in the Fees and cost summary.

These fees are generally calculated as an agreed percentage of any investment performance above an agreed hurdle rate, multiplied by the average portfolio balance. Performance is often assessed over a three year period. For example, if you have an average account balance for the financial year of \$50,000 in the Balanced investment option, a 0.10% performance fee would be equal to \$50.

The performance fees in this Guide are five year historical averages<sup>†</sup> and future fees will depend on the investment return achieved from year to year and, accordingly, will vary. Administration fees are not affected by any performance fees that may be payable to an investment manager.

Investment option	5 year average total performance fee (%p.a.) <sup>*</sup>
High Growth	0.22%
Growth	0.20%
Balanced	0.20%
Moderate	0.14%
Conservative	0.13%
International Shares	0.01%
Australian Shares	0.01%
Property	0.53%
Diversified Bonds and Credit	0.01%
Cash	0.01%
MySuper Growth	0.20%
MySuper Balanced	0.20%
MySuper Moderate	0.14%
MySuper Conservative	0.13%

<sup>\*</sup> Figures are the average of the performance fees attributable to each option for:

- the last 5 financial years to 30 June 2023 or

- if an investment 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.

### Tax

Taxation may also be applicable to your super investment. For more information please refer to the ‘How super is taxed’ section of the relevant PDS available at [telstrasuper.com.au/pds](https://telstrasuper.com.au/pds)

If expenses included in the investment fees and costs are tax deductible to TelstraSuper, members will indirectly receive the benefit of those tax deductions to the extent that they reduce TelstraSuper’s taxable income and this will occur via the unit pricing process.

### Operational Risk Financial Reserve (ORFR)

We are required by law to maintain a certain amount of funds to cover potential losses to members as a result of operational risk events. Currently, our target is to maintain the ORFR at, at least 0.25% of funds under management, as set by the Australian Prudential Regulation Authority (APRA). Some of the fees and costs charged to members will help maintain the reserves.

### Financial advice fees

We have engaged Telstra Super Financial Planning Pty Ltd ABN 74 097 777 725, AFS Licence No. 218705 (TelstraSuper Financial Planning) to provide general and simple personal advice\* to members about their TelstraSuper accounts over the phone at no additional cost. For this engagement, TelstraSuper Financial Planning receives an annual service fee that is paid by us out of the administration fees charged to all members.

TelstraSuper Financial Planning also provides personal and comprehensive advice over the phone, video and in-person, on a range of super and non-super matters. This can be done on a one-off basis or as part of an ongoing advice service. An advice fee is payable for some types of personal advice and for comprehensive advice.

Ongoing advice includes regular proactive contact and meetings with a dedicated financial adviser to help ensure your financial plan remains relevant and appropriate as your circumstances change.

For further information about the advice services available from TelstraSuper Financial Planning, refer to the **TelstraSuper Financial Planning Financial Services Guide** available at [telstrasuper.com.au/advice](https://telstrasuper.com.au/advice)

### Insurance fees

Insurance premiums are deducted from your account at the end of each quarter or upon withdrawal if you leave TelstraSuper, unless your insurance premiums are covered by additional contributions paid by your employer. For more information on insurance cover and premium rates please refer to your relevant **Insurance Guide** and **PDS** available at [telstrasuper.com.au/pds](https://telstrasuper.com.au/pds) For a copy of the relevant **Employer Schedule** (if applicable) call us on **1300 033 166**.

<sup>\*</sup> Includes advice about making contributions, investment choice and insurance cover within your TelstraSuper account.

## Insurance Premium Rebate

You will receive a 15% rebate on any insurance premiums which are deducted from your account. The 15% rebate will be credited to your account at the end of each quarter in arrears and on withdrawal when you leave the Fund or transfer your super to another TelstraSuper account.

The 15% rebate does not apply to any premiums which are covered by additional contributions paid by your employer (if applicable).

## Fee rebate

If you have an account balance of over \$1m, you will automatically receive an administration fee rebate. If you and your spouse<sup>†</sup> with whom you're presently living, have combined TelstraSuper Personal Plus, TelstraSuper Corporate Plus and/or TelstraSuper RetireAccess account balances that exceed \$967,500 you may apply for an administration fee rebate.<sup>‡</sup> For eligible members, the administration fees and costs are capped at \$1,652. Defined benefit members are not eligible for the fee rebate.

The fee rebate applies to the annual administration fee of your account and effectively reduces the administration fee applied to your account.

The appropriate fee rebate based on the account balance as at the end of every month will be rebated monthly and applied to the relevant account within seven Melbourne business days (see 'Melbourne business day' page 11) in arrears following the last day of the month.

Any transactions made during the last three Melbourne business days (see 'Melbourne business day' page 11) of each month may not be included in the end-of-month balance.

## How to apply

If you have an account balance of over \$1m you will receive the fee rebate automatically.

To apply for the joint fee rebate you need to complete a **Fee Rebate Application – Eligible Couple** form, available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms)

Applications received by us during the last three Melbourne business days of a month may not be eligible for the joint fee rebate for the month in which the application was received.

If you require any information about fee rebates or linking spouse accounts, please contact us.

## Fee cap

If your account balance is less than \$6,000 at the end of a financial year (or when you leave TelstraSuper) certain fees and costs charged to you in relation to administration and investment are capped at 3% of your account balance. Any applicable fees charged in excess of the cap during the year must be refunded (excludes buy-sell spreads (if any) on any member initiated transactions).

# 02

## How your super account works

We calculate the dollar value of all accumulation super accounts using unit pricing. In this way, we determine the amount of your super benefit on retirement, resignation, retrenchment or other circumstances permitted under the TelstraSuper Trust Deed. Where applicable (e.g. in the case of death or total and permanent disablement) an insurance benefit may also be payable.

The unit pricing process means that all contributions made by you or your employer, as well as transfers from other funds, are used to buy units in the investment option(s) you have chosen. Any money withdrawn from your account, as well as any taxes, administration fees and insurance premiums (where applicable), reduces the number of units you hold.

Using unit pricing also means you can track the value of your super day to day using the number of units you have and the daily unit prices, as the calculation below shows:

**Number of units held x daily unit sell price = \$ super value**

The daily buy unit price (buy price) is different to the daily sell unit price (sell price) because of the impact of transactional and operational costs.

## How unit prices work

Unit prices reflect the net returns on the investments in your chosen investment option(s). A new buy and sell price will be set each Melbourne business day for each investment option, reflecting the changing value of the underlying assets in the investment option(s) and transactional and operational costs.

To determine the value of your super, you can multiply the applicable sell price by the number of units you hold.

Unit prices are calculated to five decimal places and your unit holdings are calculated to three decimal places.

### Conditions of rebate

<sup>†</sup> For the purposes of the fee rebate, both spouses must be current members of TelstraSuper Corporate Plus, TelstraSuper Personal Plus or TelstraSuper RetireAccess or have a voluntary accumulation account or a productivity account under a Defined Benefit arrangement

To be eligible for a rebate members will need to complete an application form to link spouse accounts and couples must be presently living together on a bona fide domestic basis as husband, wife or de facto. This includes same sex couples. The Trustee reserves the right to withhold the rebate if the eligibility criteria is no longer met.

<sup>‡</sup> Rebate will be calculated on the amount of the account balance(s) that at the end of each month exceed(s) \$1m for singles and \$967,500 for a couple. The rebate will be split proportionately between eligible spouse accounts, according to the balance of each account.

## How unit prices are set

We use 'forward pricing' when we calculate the daily movement in the value of TelstraSuper's assets. For example, forward pricing means that the declared unit prices for Monday will be based on the value of TelstraSuper's assets at the close of business on Monday. The unit prices will then be released the next day, Tuesday, and applied to Monday's transactions (i.e. buying units, which includes transactions for incoming contributions and transfers and selling units, which includes transactions for benefit payments and other withdrawals, such as roll outs). A similar approach will apply to every Melbourne business day.

When determining the value of TelstraSuper's assets at the close of business on any particular day, Australian and overseas assets will be valued at the last available relevant closing market value.

## Unit price availability

Unit prices declared in respect of the previous Melbourne business day are available at [telstrasuper.com.au](https://telstrasuper.com.au) or by calling us.

You can also check the balance of your super account using the latest declared sell prices at anytime, anywhere by logging in to your SuperOnline account or by downloading the TelstraSuper app at [telstrasuper.com.au/mobile](https://telstrasuper.com.au/mobile)

## Melbourne business day

A Melbourne business day is from Monday through Friday (inclusive) and excludes any day that falls on a national holiday or a Victorian public holiday (this does not include a public holiday that is a non-metropolitan Victorian public holiday only), as published on the Victorian Government's website.

# 03

## Contributing to your super

### Age limits

If you are under 75 years of age, we can accept all types of contributions, except that downsizer contributions can only be made if you are aged 55 years and over.

You will no longer need to meet either the work test or work test exemption to make or receive non-concessional super contributions and salary sacrifice contributions if you are under age 75\*, however you will still need to meet the work test to claim personal concessional super contributions if you are aged 67 and over.

Once you reach age 75 and over, we can continue to accept mandated employer contributions and eligible downsizer contributions.

However, you can transfer a benefit from another super fund into TelstraSuper regardless of your age, unless you have received it as a death benefit. Death benefits cannot be paid into an accumulation account or mixed with your own super interest and must either be paid as a death benefit income stream or cashed out as a lump sum payment.

### Unit pricing and contributions

Contributions and transfers received by cheque must be received before 3.00pm (Melbourne time) in order to be valued at that day's buy unit price, which will be declared and released the next Melbourne business day (see 'Melbourne business day' above).

Contributions received by electronic fund transfer (EFT) will use the buy unit price for the day on which those funds are credited to the bank account. This unit price will be declared and released on the next Melbourne business day (see 'Melbourne business day' above).

For switches, contributions and transfers to be considered 'received' for the purposes of effecting a unit transaction, all required documentation must have been received by us.

### Co-contributions

The government may make co-contributions for members who make post-tax (non-concessional) contributions and meet certain eligibility conditions (which includes an earnings threshold).

\* Includes the period up to 28 days after the end of the month in which you turn age 75

You will not be eligible for the government co-contribution in a financial year if:

- your total superannuation balance is equal to or greater than \$1.9m as at the end of 30 June of the previous financial year, or
- you have exceeded your non-concessional contributions cap in that financial year (see page 15).

For more information on co-contributions including an online calculator, visit [telstrasuper.com.au](https://telstrasuper.com.au) or the Australian Taxation Office (ATO) website at [www.ato.gov.au](https://www.ato.gov.au)

### Low Income Superannuation Tax Offset (LISTO)

The Government will refund the tax paid on pre-tax (concessional) contributions, up to a cap of \$500, for low income earners with an adjusted taxable income up to \$37,000.

### Contributions splitting

Contributions splitting legislation allows you to split your super contributions into your spouse's\* account annually after 30 June each year. Contributions your spouse has made to their super account can be received into your account.

Superannuation Guarantee (SG) contributions paid by your employer and pre-tax contributions (salary sacrifice) can be split between spouses at any time in the financial year following the financial year in which the contributions were made.

You can split any amount less the 15% contributions tax payable on these contributions, which is effectively up to 85% of gross contributions.

Splits can be made between spouse's accumulation accounts within the same super fund, or to another super fund or retirement savings account you nominate. Amounts split to a spouse's account are preserved on entry to the receiving account.

To arrange a split you will need to complete a **Contributions Splitting** form available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms)

### Spouse contributions

A spouse contribution allows you to make post-tax (non- concessional) contributions to your spouse's account if they are under age 75. You may be eligible to claim a tax offset of 18% (up to a maximum of \$540) on the first \$3,000 of these contributions if your spouse's income for the financial year is below \$40,000. You will not be eligible to claim a tax offset if:

- your spouse earns more than \$40,000
- your spouse's total superannuation balance is greater than \$1.9m as at the end of 30 June of the previous financial year, or
- your spouse has exceeded their non-concessional contributions cap in that financial year (see page 15).

To make a spouse contribution you can do so via BPay® or cheque. If you make a contribution via cheque you will need to complete a **Member and Spouse Contribution** form available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms)

### First Home Super Saver Scheme

The First Home Super Saver Scheme (FHSSS) allows eligible first home buyers to withdraw voluntary super contributions, along with deemed earnings, to put towards a house deposit.

You can only withdraw contributions under the FHSSS once and you can't withdraw the super that your employer is obliged to pay. Only additional voluntary contributions you've made after 1 July 2017 are eligible for withdrawal.

The FHSSS is administered by the ATO, however, you make contributions as normal into your TelstraSuper account. Contributions are made using a salary sacrifice arrangement with your employer, through tax-deductible super contributions or alternatively, you can make non-concessional (after-tax) contributions to your account.

To be eligible to withdraw contributions under the FHSSS, you must:

- be over 18
- have never owned a home in Australia, or have previously owned a home but are currently eligible for financial hardship as determined by the ATO, and
- have not previously accessed the FHSSS.

While there is no change to the amount of money you can contribute to super, annual contribution caps still apply, and limits apply to how much you can withdraw for the FHSSS. A \$15,000 limit applies to contributions that can be eligible for withdrawal in one financial year and a \$50,000 limit applies to total contributions eligible across all years. This means a couple saving for a first home could contribute up to \$100,000 combined.

\* To be eligible for contributions splitting you and your spouse must be living together. Your spouse must be 74 years of age or under, even if they are still working. If your spouse is over their preservation age, they must declare they have not retired in order to receive contributions from your account. Further eligibility conditions may apply.



The ATO will calculate the amount you contribute as part of the FHSSS and the amount those contributions are deemed to have earned and include that in the releasable amount.

Applications for withdrawal are made via the ATO, with the Trustee advised of the amount that can be released after submission of an application.

Release of your concessional contributions and deemed earnings will be taxed at your marginal tax rate less a 30% tax offset.

The ATO will not require proof of a home purchase before allowing release, but once the ATO does release your contributions, you must purchase your home within 12 months, or sign a contract within 12 months to build a house. If this does not happen, you can apply for an extension of up to 12 months, or re-contribute the amount to your super fund, or use the money for other purposes and pay additional tax.

For more information on FHSSS and to see a full list of eligibility criteria, visit the ATO website at [www.ato.gov.au](http://www.ato.gov.au)

### Downsizer contributions

If you're 55 years old or over and sell your primary residence, you may be eligible to contribute the proceeds into super. You may make contributions up to \$300,000 for individuals or \$600,000 for couples. Existing contribution caps and restrictions do not apply to the downsizer contribution. You can make downsizer contributions even if you have over \$1.9 million in your total super balance<sup>†</sup>. However, if you have reached your transfer balance cap<sup>\*</sup>, these contributions must remain in the accumulation phase.

It is important to note that downsizer contributions will count towards your Age Pension assets test.

To be eligible to make a downsizer contribution:

- you must be 55 years old or over, and
- the house must be in Australia and cannot be a caravan, houseboat or mobile home, and
- you or your spouse must have owned the residence for more than ten years.

To make a downsizer contribution, you will need to complete a downsizer contribution form from the ATO and provide it to the Trustee when making, or prior to making, the contribution. If you make multiple contributions, you must provide a form for each contribution.

All downsizer contributions must be made within 90 days of receiving the proceeds of sale, with extensions granted by the ATO in limited circumstances. You may be eligible to apply to the ATO for an extension of time in some circumstances.

Where the ATO determines that a downsizer contribution is invalid and you are unable to meet other contribution eligibility criteria, the contribution will be refunded.

For more information on downsizer contributions and to see a full list of eligibility criteria, visit the ATO website at [www.ato.gov.au](http://www.ato.gov.au)

### COVID-19 early release super amount re-contribution

If you received a COVID-19 early release of super amount, you can re-contribute up to the amount you received without these contributions counting towards your post-tax contributions cap. These re-contributions:

- can be made between 1 July 2021 and 30 June 2030
- cannot exceed the total amount of super accessed under COVID -19 early release, and
- cannot be claimed as a tax deduction.

To make a COVID-19 early release re-contribution complete the ATO 'Notice of re-contribution of COVID-19 early release amounts' form and provide it to TelstraSuper before or at the time you make your contribution. You can make your re-contribution as a regular post-tax contribution via BPAY or cheque.

<sup>\*</sup> The amount that you can transfer into retirement phase income streams depends on your circumstances. For further information, refer to the ATO website [www.ato.gov.au](http://www.ato.gov.au)

<sup>†</sup> Your total super balance is the value of your superannuation interests in all your superannuation funds. For further information, refer to the ATO website [www.ato.gov.au](http://www.ato.gov.au)

# 04

## How contributions are taxed

### Tax on contributions

The amount of tax payable on super contributions depends on whether they are treated as pre-tax (concessional) or post-tax (non-concessional):

Concessional contributions	Tax
<i>Concessional contributions are made into your super fund pre-tax, and include:</i>	15%
Employer SG contributions	
Additional employer contributions, including those that are paid to cover insurance premiums or administration fees	
Salary sacrifice contributions	
Contributions you're allowed as an income tax deduction	
Non-Concessional Contributions	Tax
<i>Non-concessional contributions are made into your super fund from post-tax income. These contributions are not taxed in your super fund.</i>	0%
Contributions you make or your employer makes on your behalf from your post-tax income	
Contributions your spouse makes (unless they're your employer)	
Personal contributions not claimed as an income tax deduction	
Excess concessional (pre-tax) contributions	
Contributions over your capital gains tax (CGT) cap amount	
Retirement benefits you withdraw from your super fund and 're-contribute' to super	
Most transfers from foreign super funds	

### Limits on pre-tax (concessional) contributions

The 2023/2024 pre-tax contributions cap is \$27,500 for all individuals.

Contributions included in the pre-tax cap include:

- employer Superannuation Guarantee (SG) and award contributions
- salary sacrifice contributions
- contributions that you are allowed a tax deduction for
- additional contributions paid by your employer to cover insurance premiums

Pre-tax contributions that you subsequently split to your spouse under the Contributions Splitting rules still count towards your own cap; they do not count towards your spouse's cap. See 'Contributions splitting' on page 12.

Contributions up to the caps will be subject to 15% contributions tax. If your income and concessional contributions total to more than \$250,000, you may have to pay an additional 15% tax on some or all of your concessional contributions. The additional tax is applicable to the portion of pre-tax contributions that is above the threshold.

Pre-tax contributions in excess of the pre-tax contributions cap will be taxed at your marginal tax rate and will count towards your post-tax contribution cap. These caps and taxes may change in the future.

You're able to 'carry-forward' any unused amount of your concessional contributions cap. You're able to access your unused concessional contributions cap on a rolling basis for five years if your total superannuation balance (including all balances if you have more than one super account) is less than \$500,000 at the end of a financial year. Amounts carried forward that have not been used after five years will expire.

For further information visit the ATO website at [www.ato.gov.au](http://www.ato.gov.au)



Please be aware that if you have more than one fund, all contributions made to all your funds count towards the caps.

## Limits on post-tax (non-concessional) contributions

If your total super balance\* is less than \$1.9m as at 30 June in the previous financial year, your post-tax contributions cap is \$110,000. If your total super balance is greater than \$1.9m, you're not permitted to make a post-tax contribution to your account. Contributions included in the post-tax cap include:

- contributions you make from post-tax income (where no deduction is claimed)
- contributions your spouse makes for you
- pre-tax contributions in excess of the pre-tax contributions cap
- transfers from overseas funds.

Contributions that are not included in the cap include:

- transfers from other super funds
- government co-contributions
- proceeds from the disposal of eligible small business assets up to an indexed lifetime limit (for further conditions and to find out the current limit visit the ATO website at [www.ato.gov.au](http://www.ato.gov.au))
- proceeds from certain settlements for injuries resulting in permanent disablement
- downsizer contributions.

The post-tax contributions cap is set at four times the pre-tax contributions cap, which is usually indexed.

If you're aged under 75 years, you'll be able to bring forward two years of post-tax contributions, limited to the number of years that would take your total super balance to \$1.9m, and make a lump sum contribution of up to \$330,000 in one financial year. For example, if you made a \$330,000 contribution during the 2023/2024 financial year, you would not be allowed to make any further post-tax contributions until the 2026/2027 financial year.

Where your total super balance is close to \$1.9m, you'll only be able to make a contribution in that year and access the bring forward of future years contributions that would take your total super balance to \$1.9m, as highlighted in the table below:

Total Superannuation Balance on 30 June of previous financial year	Contribution and bring forward available
Less than \$1.68 million	3 years (\$330,000)
\$1.68 – <\$1.79 million	2 years (\$220,000)
\$1.79– <\$1.9 million	1 year (\$110,000)
\$1.9 million	Nil

If you are under 75 anytime during the Financial Year, you may be able to make non-concessional contributions, including bring forward contributions, with no work test required.

Tax on excess post-tax contributions is at the top marginal tax rate plus the Medicare levy in the 2023/2024 financial year.

This excess contributions tax may not be payable if you elect to release the excess post-tax contribution plus 85% of associated earnings, or another exception applies.

\* Your total super balance is the value of superannuation interests in all your superannuation funds. For further information, refer to the ATO website [www.ato.gov.au](http://www.ato.gov.au)

# 05

## Nominating beneficiaries

Before you take any action to nominate a beneficiary you should consider seeking financial advice from TelstraSuper Financial Planning on **1300 033 166** as it may affect your estate planning

### Death benefits – nominate a beneficiary

Nominating a beneficiary to receive your super, including any insured death benefit, ensures that we know your wishes in the event of your death.

Your nomination is effective across all of your TelstraSuper accounts\* and will be valid if you transfer and open another account in a new division.

#### Binding nomination

A binding death benefit nomination gives you certainty about who will receive your benefit if you die. A valid binding nomination means we must pay your death benefit according to your wishes. You can nominate your dependants or your legal personal representative(s). A binding nomination must be signed and witnessed by two people over 18 who are not nominated as beneficiaries. It is valid for three years and we will advise you in writing when your binding nomination is about to expire. You should consider seeking financial advice prior to making a binding nomination as it may affect your estate planning.

To make a binding nomination, complete a **Nomination of Beneficiaries** form available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms)

#### Non-binding nomination

A non-binding nomination can be made without needing to be witnessed or renewed every three years. We will take your non-binding nomination into consideration in the event of your death but will not be bound by it. Your non-binding nomination will remain throughout your membership, unless you elect to change it.

You can make a non-binding nomination via your online account or alternatively by completing a **Nomination of Beneficiaries** form available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms)

### What happens if you die?

Your family or legal personal representative should contact us in the event of your death. Once we have been notified your account balance will be transferred to the Cash investment option (from the date of notification of your death) until it is paid to your beneficiaries and/or your legal personal representative(s). After unsuccessful attempts to obtain the relevant information to assess and pay your death benefit claim, your account balance may also be paid to the ATO if it becomes classified as 'unclaimed money'.

### Keep your nomination up-to-date

It is important to keep your nomination up-to-date to ensure it remains valid. If your nomination is invalid for any reason at the date of your death, your death benefit will be paid at the Trustee's discretion to one or more of your dependants and/or legal personal representative or any other person permitted by law.

If your circumstances change (e.g. you get married or divorced), you should consider making a new nomination. The most recent nomination you make will override any previous nomination. You can check your beneficiary details via your SuperOnline account at [telstrasuper.com.au](https://telstrasuper.com.au) or your statement.

### Seek advice before making a nomination

Before making a binding or non-binding nomination, you should consider seeking financial advice. To discuss your advice needs, please call TelstraSuper Financial Planning on **1300 033 166**.

\* Does not include where you have nominated an eligible reversionary beneficiary to receive the remainder of a TelstraSuper income stream account that you may have.



# 06

## Other important information

### How we communicate with you

We will contact you about your TelstraSuper account from time to time to provide you with important information such as statements, disclosure of material changes to your super and significant events as required under law. We will also provide you with other information. We will send this to you electronically (where possible) including via email, SMS or your online account (SuperOnline). You can opt-out of receiving electronic communications by visiting [telstrasuper.com.au/subscribe](https://telstrasuper.com.au/subscribe) or SuperOnline or by calling us on **1300 033 166**.

### Leaving your employer

If you are a TelstraSuper Corporate Plus member and you cease employment with a Corporate Plus employer, you will generally be transferred to TelstraSuper Personal Plus. Upon transfer, TelstraSuper Personal Plus fees and costs will apply, including premiums for any insurance you may have. For information about fees and costs applicable to TelstraSuper Personal Plus, refer to the **TelstraSuper Personal Plus Product Disclosure Statement and Insurance Guide** available at [telstrasuper.com.au/pds](https://telstrasuper.com.au/pds)

### Access to super for members with a terminal medical condition

You can apply to TelstraSuper for the release of your account balance if you have a terminal medical condition.

A terminal medical condition exists if:

- two registered medical practitioners have certified, jointly or separately, that you are suffering from an illness, or have incurred an injury, that is likely to result in your death within 24 months of the date of certification
- at least one of the registered medical practitioners is a specialist practicing in an area related to your illness or injury
- the certification period has not ended for each of the certificates.

For further information please refer to the relevant **Insurance Guide** available at [telstrasuper.com.au](https://telstrasuper.com.au)

### Temporary residents

A temporary resident is defined as someone who entered Australia on an eligible temporary resident visa (e.g. a subclass 457 visa) and who is not:

- an Australian or New Zealand citizen
- a permanent resident of Australia
- the holder of a Subclass 405 visa or a Subclass 410 visa.

Superannuation lump sums can be paid to temporary residents whose visa has expired and who have permanently departed Australia. Tax will be withheld from the payment before it is made if you have not claimed your benefit within six months of departing Australia. It becomes 'unclaimed money' and we must pay it to the ATO.

If your benefit is transferred to the ATO, you're able to apply to the ATO for your benefit. Under the relief provided by ASIC Corporations Unclaimed Superannuation – Former Temporary Residents Instrument 2019/873, no exit statement will be provided to you at the time of, or after, the transfer of your benefit.

Please contact us if you would like further information.

### Low balance, inactive accounts

If your account balance is less than \$6,000 on 30 June or 31 December and a contribution or transfer has not been made to your account in the previous 16 months, government regulations require us to classify your account as inactive. If your account continues to be inactive for four months after the relevant date (being 30 June or 31 December) we are required to transfer your account balance to the ATO (unless you have insurance cover on your account). The ATO will then seek to consolidate the transferred account balance to another active superannuation account of yours where possible. We will contact you prior to your account being transferred to the ATO to give you the opportunity to retain these funds with TelstraSuper.

Your account will not be classified as inactive if in the previous 16 months you:

- changed investment options
- changed insurance coverage
- made or amended a binding death benefit nomination
- notified TelstraSuper using the **Inactive low-balance account authorisation** form available at [telstrasuper.com.au/forms](https://telstrasuper.com.au/forms) or advised the ATO in writing, that you do not want the account to be considered inactive.

Accounts with an amount owing to TelstraSuper are considered to be active.

## Lost members

A lost member is generally someone who has never had an address with us, whose correspondence has been returned to us as unclaimed, who has not made contact with us for 12 months or more or for whom no contributions or transfers have been received for an extended period. We are required to transfer a lost member's account balance to the ATO depending on the size of the account balance or period of inactivity, as set out in government legislation. Visit the ATO website [www.ato.gov.au](http://www.ato.gov.au) for more information.

You will cease being a lost member if we hear from you or if contributions or transfers are made to your account. You can update your contact details (excluding your mobile number for security reasons - please call us to update) via your online account or by calling us. We can then continue to keep you informed about your super account.

## Unclaimed money

Your super benefit is considered to be unclaimed money in certain circumstances as defined in government legislation. Death benefits may constitute unclaimed money where we have not received the requested documents to progress a death benefit claim or where beneficiaries have not provided their payment instructions within a specified time frame. We are required by law to report and pay unclaimed super to the ATO.

Applications for repayment of unclaimed money may be made to the ATO. Visit the ATO website [www.ato.gov.au](http://www.ato.gov.au) for more information.

## Other transfers to the ATO

From time to time, the Trustee may transfer funds to the ATO in circumstances permitted by law. Before this occurs, we will attempt to contact you to let you know that we are proposing to transfer your account to the ATO.

## Family law matters

If you have a question about your super arising from a family law matter, please call us on **1300 033 166**.

## Confirming transactions

Legislation states that we need to provide confirmation of certain transactions. To check any of your transactions log in to your online account to view your transaction history, refer to your statement or call us.

## Effective day cut-off times for transactions

For online investment option switches, TelstraSuper must receive switch instructions before 5.30pm on a Melbourne business day (see 'Melbourne business day' page 11) in order to be transacted at that day's declared unit price. Unit prices for a particular day are declared on the following Melbourne business day. For online switches received after 5.30pm, the switches will be transacted using the next day's buy and sell unit prices.

For investment option switch instructions given other than online (such as by post, email or in person), those instructions are not always able to be processed in accordance with the above timeframes and as result, the unit price that will be applied to those instructions will be the one available on the first business day after such processing.

## Benefit payment instructions and other withdrawals, such as roll outs

Benefit payment instructions and other withdrawals, such as roll outs, are transacted at the latest available sell unit price at the time of processing. Generally, we will process benefit payment instructions within five Melbourne business (see 'Melbourne business day' page 11) days of receipt of all required information.

## Unallocated contribution (how we apply bank interest)

Contributions credited to the TelstraSuper's bank account are generally applied to the relevant member's account within 3 business days. Any interest earned on the balance of the TelstraSuper's bank account is credited to the TelstraSuper's Administration Reserve, which is used to support administration services provided to members.

## Amending the governing rules or terminating TelstraSuper

The Principal Employer of TelstraSuper does not guarantee TelstraSuper and reserves the right to amend the governing rules of TelstraSuper or even terminate TelstraSuper if changing circumstances make it necessary or advisable.

# 07

## Privacy information

Telstra Super Pty Ltd complies with the *Privacy Act 1988* (Cth) in relation to the privacy of your personal information and the *Health Records Act 2001* (Vic) and the Health Privacy Principles, in relation to your health information.

A copy of our Privacy Policy and Privacy Collection Statement is available at [telstrasuper.com.au](https://telstrasuper.com.au) or by calling **1300 033 166**.

### Further information

For further information about privacy please contact the Privacy Officer.

Privacy Officer  
TelstraSuper  
PO Box 14309  
MELBOURNE VIC 8001

Telephone: **1300 033 166**

Email: [privacy@telstrasuper.com.au](mailto:privacy@telstrasuper.com.au)

### Making a complaint

If you are dissatisfied with our products, services or staff we will try our best to solve it as quickly as possible. Please contact TelstraSuper on **1300 033 166** or write to:

Complaints Officer  
TelstraSuper  
PO Box 14309  
MELBOURNE VIC 8001

Email: [contact@telstrasuper.com.au](mailto:contact@telstrasuper.com.au)

If your complaint is not resolved within 45 days or you are not satisfied with our handling of your complaint or the decision we make in relation to your complaint, you may refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides an independent complaint resolution service for consumers in the financial system. Before AFCA is able to accept a complaint, it must have first been dealt with by our internal complaints resolution process. Members can access AFCA free of charge.

AFCA can be contacted via:  
GPO Box 3, Melbourne VIC 3001  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Website: [www.afca.org.au](http://www.afca.org.au)

# 08

## What we offer

As a TelstraSuper member, you get access to a range of benefits to help you achieve your retirement objectives, including:

- competitive fees and investment returns over the long term\*
- a broad range of investment options, including a self-managed option where you can directly invest in S&P/ASX300 listed companies, selected Exchange Traded Funds (ETFs) and term deposits
- flexible income streams for when you're ready, or close to retirement
- comprehensive and affordable insurance options including a 15% insurance premium rebate on all insurance premiums (excludes premiums covered by additional employer contributions).
- financial advice services ranging from general and simple personal advice at no additional cost to competitively priced comprehensive advice through TelstraSuper Financial Planning
- online access via your SuperOnline account and the TelstraSuper app to check and manage your account
- member education seminars/webinars to help you get the most out of your super.

Find out more by visiting [telstrasuper.com.au](https://telstrasuper.com.au)

\* Past performance is not a reliable indicator of future performance.



Call us  
**1300 033 166**



Email us  
**[contact@telstrasuper.com.au](mailto:contact@telstrasuper.com.au)**



Visit the website  
**[telstrasuper.com.au](http://telstrasuper.com.au)**