

TelstraSuper Direct Access

Guide

TelstraSuper

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Telstra Super Pty Ltd ABN 86 007 422 522, AFSL 236709 is the trustee of the Telstra Superannuation Scheme ABN 85 502 108 833 (TelstraSuper). Logos of term deposit providers have been published with their consent.

The information in this document is general information only and does not take into account your personal financial situation or needs. You should obtain financial advice tailored to your personal circumstances before making an investment decision.

About this Guide

This guide provides you with information about TelstraSuper's Direct Access investment option ('Direct Access') which enables investment, under certain conditions, in term deposits and listed securities, including S&P/ASX300 shares and Exchange Traded Funds (ETFs), by members of TelstraSuper with an accumulation or pension account.

This guide also outlines important terms and conditions applicable to Direct Access investment option. TelstraSuper ("we", "our" or "us") may change the terms and conditions at any time, including eligibility criteria and investment limits. Updated terms and conditions will be reflected in an updated version of this Guide and will always be available from our website.

When reading this guide, keep in mind how you invest your super depends on your attitude to risk, the number of years you have until you begin drawing down on your super, and your own financial plans. As you move through different stages in your life, your financial needs will change, so too will your appetite for return and your tolerance for risk.

The information in this document forms part of the product disclosure statement (PDS) for **TelstraSuper Corporate Plus** dated 1 October 2023, **TelstraSuper Personal Plus**, dated 1 October 2023 and **TelstraSuper RetireAccess** dated 1 October 2023 and also applies to defined benefit members with a Voluntary Accumulation Account or a Productivity Account. You should also refer to the relevant target market determinations (TMDs) available at **telstrasuper.com.au/pds**

You should read the information in those documents and this document before making a decision.

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01
Direct Access at a glance

Invest your super the way you want with Direct Access

We are proud to offer our members even more control and freedom over how their super savings are invested.

Whether you're looking for the relative safety of a term deposit, or the ability to pick and choose from a range of listed securities to invest in, the Direct Access investment option gives you the power to make specific investment decisions for yourself.

It's your super.
Direct Access gives you greater control.

TelstraSuper

Retirement income stream members only

Specific information relevant to Retirement income stream members only is set out on page 10 'Direct Access and Retirement income stream members'. RetireAccess Retirement income stream members should take note of this additional information when deciding whether to invest in the Direct Access investment option.

Note that Direct Access investment option is not available to RetireAccess Transition to Retirement income stream or Term Allocated Pension members.

Your options

Term deposits

In recent years, some super members have sought the safety and protection of more conservative investment options such as term deposits. With greater control through the Direct Access investment option you can choose the rate and term of your investments.

The comfort and safety of knowing exactly what you'll get

- fixed rate of return
- select from multiple banks and terms.

With the Direct Access investment option, you can now take advantage of highly competitive retail term deposit rates – giving you the protection you want at a fixed rate of return. You can choose from a selection of banks, and select the investment timeframe that best suits you: 3 months, 6 months or 12 months.

You're able to invest in as many term deposits as you wish, and new rates will be posted online each week. A minimum investment of $5,000 applies to each term deposit and other conditions also apply.

Listed securities

As more and more people build up their investment and super knowledge, the desire to pick specific investments on the stock market becomes more appealing to some members. The Direct Access investment option gives you greater control than ever before.

The control to invest in the companies of your choice

- pick from companies in the S&P/ASX300
- Exchange Traded Funds (ETFs) and other listed securities approved by us
- buy and sell whenever you choose.

To ensure we continue to provide members with the flexibility and choice they demand, we offer a way for you to use your super to invest on the Australian Securities Exchange (ASX) in the companies of your choice from the S&P/ASX300, ETFs and other listed securities approved by us.

Not only can you choose what you invest in, but you get access to some of the shareholder rights, including the ability to vote on shareholder resolutions at company AGMs (referred to as 'corporate actions', which we may make available to you from time to time where possible). Refer to further information about corporate actions later in this guide.

Whether you want to build an investment portfolio around specific sectors, companies, services or on your own ideals and ethics, you now have more control. Note that you can invest in any one company to a maximum of 15% of your total TelstraSuper accumulation or Retirement income stream account balance.

Cash Transaction Account

Direct Access is made available via an investment platform which facilitates investment in term deposits and shares. When you first register for the Direct Access investment option, you must transfer money from an existing TelstraSuper investment option (e.g. the Cash option) to the Cash Transaction Account (CTA) of the investment platform (note that a buy-sell spread may apply to this transaction).

The CTA is designed to hold your money for short periods of time until you transact. It is also the account into which any earnings from term deposits or shares are usually credited, so you can either invest them in the Direct Access investment option, or transfer them into one of TelstraSuper's diversified or single asset class investment options.

Funds held within your CTA are deposited with ANZ. To view the current CTA rate refer to our website at **telstrasuper.com.au/DirectAccessTermDeposits**

The amount you transfer will appear in your CTA, ready for you to commence investing (further information about this process and the CTA appears later in this guide). You can transfer money from your TelstraSuper account balance to the platform (by dollar amounts) at any time, however, transfers must be made before 5.30pm (Melbourne time) to be available for investing on the next business day.

Please note that for members with a TelstraSuper Corporate Plus or Personal Plus account, future super contributions cannot be invested directly in the Direct Access investment option, but must be transfered from another of our investment options.

Listed securities: research, tools and personal reports

As well as trading, the Direct Access investment option also gives you the opportunity to draw on research, news and market summaries to help inform your decision-making. Morningstar and Australian Associated Press provides information regarding Australian and global financial markets and financial news, as well as global financial and company ratios.

You can also access independent market commentary and stock research on companies you're able to invest in, as well as market and stock commentary from the trading platform.

A range of reports relating to your Direct Access investment option listed securities are able to be quickly generated, including dividends, valuation, fees and expenses, capital gains and tax.

Is Direct Access for you?

Super is a long-term retirement savings vehicle. It is designed and regulated by government authorities to help you build adequate savings so as to support a more comfortable lifestyle in retirement than you might otherwise enjoy. The nature of term deposits and share markets mean they are not always the best option for you, depending on your own situation, risk tolerance and your attitude to investing.

If you need help deciding whether the Direct Access investment option meets your investment needs, you should consider seeking financial advice. TelstraSuper Financial Planning has advisers who can assist you with portfolio construction of ETFs and term deposits with Direct Access.

To speak with an adviser from TelstraSuper Financial Planning call **1300 033 166**.

Eligibility

Direct Access is a wholly online facility. As such, you must be a registered user of SuperOnline and have a valid email address to receive all the Direct Access investment option correspondence. You must also be an Australian resident and provide a Tax File Number (TFN) when you register. When you register for Direct Access you agree to be bound by the terms and conditions (outlined later in this guide).

Corporate Plus, Personal Plus, Defined Benefit Accumulation accounts (VAA or Productivity account)

To be eligible to invest in the Direct Access investment option you require a $50,000 minimum balance in your TelstraSuper accumulation account. You also need to:

- make an initial transfer of at least $10,000 into the Direct Access investment option (which includes a minimum balance of $200 in your CTA)
- retain a minimum of $10,000 in your other TelstraSuper investment options (these other investment options cannot include a MySuper interest).

RetireAccess Retirement income stream account

To be eligible to register for Direct Access in a RetireAccess Retirement income stream account, you need to:

- make a minimum initial investment in the Direct Access investment option of least $10, 000 (which includes a minimum balance of $200 in the CTA)
- have (or have had) an initial minimum pension account balance of at least $50,000
- have no reversionary beneficiary nomination on your account
- retain a minimum of $10,000 or 24 months' worth of income payments, whichever is greater, in other TelstraSuper investment options.

If you're transferring your existing Direct Access investments held in Corporate Plus or Personal Plus in order to open a RetireAccess Retirement income stream account, you must transfer all your Direct Asset investments holdings.

If you do not retain the minimum amount required in your other TelstraSuper investment options, you will be required to sell down your Direct Access investments to meet the minimum and/or close your Direct Access investment option.

Fees and other costs

The Direct Access investment option is offered on an investment platform customised specifically for TelstraSuper members. The Direct Access platform integrates with SuperOnline, and draws on the specialist knowledge, information and technology provided by the platform provider. As such, the following fees are applicable to each individual Direct Access investment option that is held by a TelstraSuper member:

- $172 administration fee (platform fee) per annum
- 0.20% investment fee (asset fee) per annum of the total balance held in Direct Access. This includes any balance in held in terms deposits, listed securities and the CTA. The fee is capped at $3,000 per annum
- The **greater** of $15.00 and 0.15% (excluding GST) of the total amount traded is applied as brokerage to all share trades, as outlined below:

Transactional fees and brokerage	Total trade value	Price - the greater of (excluding GST)
ASX listed securities (per trade*)	$0.00 to $10,000.00	$15.00
	$10,000.01 or more	0.15% of the total amount traded

Please note these fees are in addition to TelstraSuper's administration fees, which are outlined in your PDS and in the example on page 7.

When and how are Direct Access fees deducted or charged?

The table below outlines the fees and costs that may apply to your Direct Access account.

Event	When/how fee is charged
Registration for Direct Access (including transfer of funds from other investment option(s))	Transaction costs apply to an investment switch from one of our diversified or single asset class investment options to the Direct Access investment option (sell spread).
Maintaining a Direct Access account	The annual platform fee ($172) and asset based fee (0.20% p.a. of balance) is deducted quarterly in arrears from your TelstraSuper account (same process as other TelstraSuper fees), until your Direct Access registration is closed and Direct Access investments are redeemed. **Note:** the Direct Access asset fee of 0.20% p.a. applicable to investments held in the Direct Access investment option is in addition to the administration fee of $52 p.a. plus 0.17% p.a. of your total TelstraSuper account balance.
Trading listed securities*	The **greater** of $15.00 and 0.15% (excluding GST) of the total amount traded is applied as brokerage to all share trades.

* Transactional fees apply to both the purchase and sale of listed securities through Direct Access, including those that may be sold by TelstraSuper if necessary to ensure product eligibility requirements continue to be met, as well as other necessary situations (see Terms and Conditions on page 18).

Example of annual fees and costs - Retirement income stream

Jane is a member of TelstraSuper RetireAccess and chooses to invest her funds across a number of different investment options, including a term deposit and several companies through Direct Access. The estimated fees she would pay are outlined below (excluding transaction costs and brokerage):

Example: Jane's annual TelstraSuper fees

TelstraSuper account balance†		**$420,000**
Administration fee	$1.00 per week plus 0.17% per annum	$766 +
Lifestyle Moderate option	$200,000 invested	
Investment fees and costs	0.60% p.a.	$1,200
Transaction costs	0.07% p.a.	$140 +
Property option	$70,000 invested	
Investment fees and costs	1.30% p.a.	$910
Transaction costs	0.21% p.a.	$147 +
Direct Access option	$150,000 invested	
Administration fees and costs (platform fee)	$172 p.a.	$172
Investment fee (asset fee)	0.20% p.a.	$300 =
Total annual fees		**$3,635**

Jane's Direct Access investment fee (asset fee) (0.20% of balance in Direct Access) would be capped at $3,000 p.a., if it reached that amount in any single financial year.

Note: Additional fees may also apply, as outlined in our RetireAccess PDS, available on our website.

Example of annual fees and costs - TelstraSuper Personal Plus or Corporate Plus account

Tony is a member of TelstraSuper Personal Plus and chooses to invest his super savings across a number of different investment options, including a term deposit and several companies through Direct Access. The estimated fees he would pay are outlined below (excluding transaction costs and brokerage):

Example: Tony's annual TelstraSuper fees

TelstraSuper account balance†		**$420,000**
Administration fee	$1.00 per week plus 0.17% per annum	$766 +
Moderate option	$200,000 invested	
Investment fees and costs	0.59% p.a.	$1,180
Transaction costs	0.07% p.a.	$140 +
Property option	$70,000 invested	
Investment fees and costs	1.30% p.a.	$910
Transaction costs	0.21% p.a.	$147 +
Direct Access option	$150,000 invested	
Administration fees and costs (platform fee)	$172 p.a.	$172
Investment fee (asset fee)	0.20% p.a.	$300 =
Total annual fees		**$3,615**

Tony's Direct Access investment fee (asset fee) (0.20% of balance in Direct Access) would be capped at $3,000 p.a., if it reached that amount in any single financial year.

Note: Additional fees may also apply, as outlined in our Additional Information About Your Super guide, available on our website.

† The "Investment fees and costs" and "Transaction costs" are estimates for the financial year ending 30 June 2023 and include fees that are paid directly by the Trustee. Refer to the RetireAccess PDS or Additional Information About Your Super guide for details.

Returns

The value of your investment in Direct Access is not based on unit prices. Instead your Direct Access investments reflect the market value of underlying stock in the case of Shares and Exchange Traded Funds (ETFs) and any amount invested in Term Deposits. The value of Shares, ETFs and Term Deposit holdings are shown on an aggregate basis that reflects total holdings at the relevant reporting dates. Any distributions or dividends arising from Shares, ETFs or Term Deposits allocated to a CTA (which must be maintained to manage cash flows associated with the investments) are reflected in the Opening and Closing value shown for the CTA (where applicable).

Direct Access investment option returns disclosed via your quarterly statements and other disclosures are estimates only and are inclusive of any earnings from the CTA, interest accrued (that may not have yet been paid) for any Term Deposits and the change in value of any shareholdings including any dividends that are due but not received. The administration fee (platform fee), investment fee, transactional and brokerage, and investment taxes* (realised and unrealised) have been deducted where applicable, before calculating these returns; the indirect administration fees have not.

Returns for the relevant period are calculated by dividing any earnings by your opening balance plus the net value of any transfers in and/or out of your Direct Access investment option holdings during the period. For the purposes of this calculation, all cash flows are treated as occurring at the midpoint of the period. When purchasing or selling listed investments such as shares or ETFs via the Direct Access investment option, brokerage is charged as an activity fee and is included in the total cost of the transaction at the time of settlement.

Control and freedom: Direct Access vs Self Managed Super Funds (SMSFs)

In relation to listed securities and term deposits, Direct Access offers many of the same investment controls and decision-making characteristics available to members of an SMSF, but is likely to be more cost effective. By investing through a large, reputable and strong performing super fund, you do not need to directly manage the administration of investments and compliance with relevant laws. With The Direct Access investment option you have the ability to take greater control of your super savings by selecting from a range of shares and term deposits, without the ‘headaches’ that may come from having an SMSF.

While the encouragement of an accountant or the notion of making investment decisions often attracts many people to setting up their own SMSF, the reality is that an SMSF requires significant administrative effort and cost. This includes setup, management, investment strategy development, auditing, reporting and compliance with the Australian Taxation Office’s SMSF regulatory requirements.

The Direct Access investment option provides many of the features of an SMSF – such as investment flexibility and greater control – without placing the additional administration and cost burdens on you as well.

The fees outlined on page 6 show you just how much value you can achieve by remaining a TelstraSuper member, without forfeiting the ability to enjoy greater freedom of investment choice.

* Investment taxes are applicable to TelstraSuper Personal Plus and Corporate Plus accounts, and not applicable to Retirement income stream accounts.

02
Direct Access investment option profile

Objective

To provide members with the choice and flexibility to manage part of their super.

Who should invest

Investors who are comfortable taking an active role managing part of their super investment.

Investment strategy

Allows members to invest a proportion of their super in their choice of:

- Australian shares that form part of the S&P/ASX300
- other listed securities such as ETFs approved by the Trustee
- a range of approved term deposits.

Return objective

The return will depend on the mix of investments selected by individual members.

Minimum investment timeframe

The minimum suggested timeframe will depend on the investments selected by individual members. The minimum suggested timeframes that generally apply to the investments in the Direct Access option are:

- term deposits: 1 year or less
- approved ETFs: 8-10 years
- listed securities and Australian shares that form part of the S&P/ASX300 Index: 8-10 years.

Risk objective

The risk level will depend on the mix of investments selected by individual members. The risk levels that generally apply to the investments in the Direct Access option are:

- term deposits: very low risk
- listed securities such as ETFs, and Australian shares that form part of the S&P/ASX300 Index: very high risk.

The likelihood of a negative return will vary depending on each member's allocation to shares, ETFs and other listed securities approved by us, and term deposits and the performance of the investments selected by individual members.

Asset allocation

The mix of growth and defensive assets will depend on the mix of investments selected by individual members. The growth/defensive characteristics that generally apply to the investments in the Direct Access option are:

- term deposits: defensive assets
- approved ETFs: growth or defensive assets
- listed securities and Australian shares that form part of the S&P/ASX300 Index growth assets.

You're able to invest your super across any and all of our investment options, and can change the amounts in each option at any time you choose (note that transaction costs generally apply). Essentially, you can create your own investment portfolio across a wide range of asset classes, right down to individual companies within the S&P/ASX300, ETFs and other listed securities approved by us, and term deposits issued by selected banks.

How's that for managing your own super!

03
Direct Access and Retirement income stream members

This section details important information for new and existing Retirement income stream members who want to invest in the Direct Access investment option.

Eligibility

To be eligible to invest in Direct Access you need to:

- have an initial minimum investment of $50,000 in your Retirement Income stream account
- make an initial transfer of at least $10,000 into Direct Access (which includes a minimum balance of $200 in the CTA)
- retain a minimum of 24 months' worth of income payments or $10,000, whichever is greater, in TelstraSuper investment options other than Direct Access.

Please note Direct Access is not available to:

- those members who have nominated a reversionary beneficiary on their Retirement income stream account or
- Transition to Retirement income stream and Term Allocated Pension members.

Seamless transfers

Members wishing to commence a RetireAccess Retirement income stream by transferring their Direct Access investments from their Personal Plus or Corporate Plus accounts, can do so without having to sell down their assets, without triggering a tax event or without incurring brokerage fees via a seamless transfer. Members with a Defined Benefit accumulation account (VAA and/or Productivity Account) who wish to transfer their Direct Access investments into a Retirement income stream, please call us.

The transfer will take place at the time your Retirement income stream account is being set up. Please note, that the transfer must occur at the time of setup of the Retirement income stream, and cannot be transferred to an already established Retirement income stream. The following important information should be considered before making the decision to transfer.

- You will still need to ensure that the value of your Direct Access assets being transferred is at least $10,000. If your transfer amount is less than this, you will need to transfer additional funds into your Direct Access Personal Plus or Corporate Plus account before initiating the transfer.
- The tax benefit from any realised or unrealised capital losses will no longer be available if not used prior to the transfer.
- Term deposits are unable to be transferred. You can wait until the term deposit has matured or you can break the term deposit under limited circumstances. (refer to page 12 ‘Breaking a term deposit’).
- If there are any pending buy/sell orders or dividend/distribution payments in progress at the time the transfer is requested, the transfer will be delayed until these actions are completed.
- A transfer cannot take place where you hold untradeable assets as part of your Direct Access investment.
- A transfer cannot take place where there is a pending corporate action on a holding/s in your Direct Access investment.
- A partial transfer cannot be performed.
- You cannot transfer your Direct Access investments held in your Retirement income stream account back into your Corporate Plus or Personal Plus accounts.
- A transfer cannot occur if there is a pending switch in progress in your non-Direct Access investment options

If you have a defined benefit and hold Direct Access in your VAA or Productivity Account and want to transfer to a Retirement income stream account please contact us.

Important information about Direct Access and your RetireAccess Retirement income stream pension payments

Your pension payments are funded from your other TelstraSuper investment options. As it can be harder to sell assets held in the Direct Access investment option compared to other investment options, you will need to maintain at least $10,000 or 24 months’ worth of pension payments, whichever is greater, in other TelstraSuper investment options.

Each 1 July your pension balance allocation is reviewed, and you will be notified if you have insufficient funds in your other TelstraSuper investment options to meet your minimum pension payments required for that financial year. If you do, we may require you to redeem some of your Direct Access investments and invest that part of your account balance in other TelstraSuper investment option(s).

It is important to understand that by investing in the Direct Access investment option, over time you may not be able to redeem some of your investments for example due to a trading halt on shares, a corporate action making an asset illiquid or a term deposit having not yet matured. If this occurs and you have insufficient funds in your other TelstraSuper investment options to meet your minimum pension payments, we may be required to close your account. If all of your Direct Access investments become unsaleable and their values need to be written down to nil, there is also the potential for you to lose the entire value of your Direct Access investments. However, this issue should not affect your RetireAccess account in the first two years of your investment in the Direct Access investment option. Please refer to the Illiquid securities and term deposits section on page 15 for more information

04
Term deposits

If you're looking for a secure investment with a fixed rate of return, term deposits may be a good option for investing your super savings.

Through Direct Access, TelstraSuper offers a range of deposit providers and terms allowing you to choose the best term deposit according to your own preferences. Terms and interest rate options are updated weekly and published at **telstrasuper.com.au**

Providers and terms are current at the date of publishing (on front cover).

We may add or remove terms and deposit providers from time to time.

Rules and limitations

You're able to invest in as many term deposits as you wish, however, for each term deposit a minimum of $5,000 and a maximum of $5 million applies.

For further information, refer to the terms and conditions in this guide. Information about the term deposit providers, terms and interest rates available may be found at **telstrasuper.com.au/directaccesstermdeposits**

me	nab
90 days	90 days
180 days	180 days
12 months	12 months

How term deposits work

Term deposits offer the security of a fixed rate of return for the term you select (pro-rata if less than 12 months). They offer individuals the protection and certainty that some people want for their savings.

When you invest in a term deposit, you nominate the amount you wish to invest (a minimum of $5,000 is required) and the length of time you wish to invest for e.g. 90 days. Your funds are then 'locked in' to the term deposit, and released to you, with the applicable interest – minus any tax on earnings – once the term finishes and your funds 'reach maturity'. There is no additional cost for investing in a term deposit.

Interest

Term deposits offer a variety of interest rates, which can vary according to the deposit provider, and the term of the deposit. When you invest in a term deposit, you can select both the provider and the rate, so you know exactly what to expect from your investment. The big advantage of investing in term deposits through your super is the tax savings. Instead of paying your marginal tax rate plus Medicare levy, you will usually only pay tax at a maximum of 15% of earnings. This may change in the future.

You will begin earning interest from the time you invest, and this interest will be paid at the completion of the term (known as maturity – see below). Earnings will be reported both at a gross (pre-tax) and net (post-tax) level, with the applicable concessional tax rate applied before they are credited to your CTA.

The concessional tax rate of 15%, usually applicable to investment earnings through super, may assist in providing a superior net return to help your super savings grow more quickly than investing a term deposit directly with a bank or credit union might be able to provide.

Maturity

When a term deposit is initially selected any available options on how to automatically re-invest the principal and interest will be presented to you. Term deposits invested without any instructions nominated will have the initial deposit and interest earnings credited to the CTA.

Breaking a term deposit

The nature of term deposits means that in order to provide a fixed rate of return, deposit providers require that same certainty about how long you wish to invest with them.

Given the preserved nature of super and the very stringent restrictions on accessing it before you're aged at least 55, the need to access the funds within a term deposit should be very rare.

Term deposits within Direct Access can only be broken under very limited conditions and circumstances as we determine from time to time. Where a term deposit is broken a reduced rate of interest may be applied. Breaking a term deposit for the payment of a Total & Permanent Disability, Terminal Illness or Death benefit will not be subject to a reduced rate of interest, a pro-rata interest payment will be made based on the time that the term deposit was held instead.

Interest will generally be reduced by 50% if the term is less than halfway met, or by 20% if the term has been halfway achieved or greater.

When you register for Direct Access you agree to hold any term deposit acquired on your behalf until its maturity, except in the limited circumstances we determine.

Please contact us to find out if you meet the very limited conditions under which a term deposit can be broken.

Other things to consider

Opportunity risk

Term deposits offer fixed rates of return, so you may be wondering if there are any risks. There are – and they are often called 'opportunity risks'. For instance, if you invest in a term deposit and lock in a rate for say 12 months, but during that time interest rates are increased by the Reserve Bank of Australia (RBA), you will end up missing out on that increase. While you haven't 'lost' any of your investment, you have earned less than if you had waited a little longer before investing. For term deposits this is an unavoidable risk, similar to the fixed/variable mortgage rate question that many homeowners and other borrowers confront at some point in time.

Inflation risk

Another thing you should be mindful of, is investing over longer terms at lower rates. While the amount held in a term deposit may not reduce in value, if inflation increases at a higher rate than the interest rate payable on the term you have selected, you may end up incurring a loss in real terms, based on the purchasing power of your initial investment at maturity.

Investment risk

Investment risk varies depending on the nature of your investments. Further information about the risks of investments associated with super are outlined in our **Investment Guide** or the **RetireAccess PDS** (for RetireAccess members), available at **telstrasuper.com.au/pds**

Tax

Corporate Plus, Personal Plus, Defined Benefit accumulation accounts (VAA or Productivity account)

Earnings from term deposits are subject to the same taxation treatment as other investment earnings within super, and generally taxed at a concessional rate of up to 15%.

Further general information about the taxation of super is outlined in your PDS, available at **telstrasuper.com.au/pds**

RetireAccess Retirement income stream

There is no tax payable on the investment returns applicable to your RetireAccess Retirement income stream account. You can find more information about taxation and your investment in the 'Taxation' section of the **TelstraSuper RetireAccess PDS.**

Important information when investing in term deposits

Each term deposit is a financial product for which a separate term deposit PDS (issued by the term deposit provider) is available. We must be satisfied that you have received and/or know where to obtain the term deposit PDS prior to the Trustee making investments in accordance with your selected term deposit.

You should read the PDS when making any decisions about a term deposit. However, bear in mind that it may contain information that is not relevant to you because there are differences between investing in a term deposit directly (in your own name) and investing in a term deposit through Direct Access. Key differences include:

- all investments held through TelstraSuper are held in our name or on our behalf, not in your name. This means you will not receive communications from the term deposit provider that issues the term deposit
- if you invest directly in a term deposit you may have the benefit of a 14 day 'cooling off' period. We are not entitled to any 'cooling off' period because we are a wholesale investor
- if you invest directly in a term deposit, any queries or complaints would be handled by the enquiries and complaints handling mechanism of the relevant term deposit provider. When you invest via Direct Access, any queries or complaints must be handled by our enquiries and complaints handling mechanism, even if they relate to the term deposit
- if you invest directly in a term deposit, you may (depending on the size of your deposit) have the benefit of a Federal Government Guarantee or Financial Claims Scheme (which will not usually be available when you invest via Direct Access).

05
Listed securities

Shares

Direct Access offers TelstraSuper members the opportunity to invest in any company listed on the S&P/ASX300 index (ASX300), which is a list of the top 300 companies on the Australian stock market.

The ASX300 includes companies from all sectors: resources, finance, consumer goods, agricultural, industrial etc. With such a broad range of options, you're able to have more control over exactly where your super savings are invested.

If a stock is removed from the ASX300, a member may continue to choose to stay invested in the stock or to divest from the stock, but cannot make further investments in the stock through Direct Access.

Exchange Traded Funds (ETFs)

Like shares, ETFs are traded on an exchange. However, they are structured like a managed fund in that they contain a collection of securities and usually represent a particular market idea (e.g. S&P/ASX All Ordinaries Index).

ETFs provide access and diversity into specific market segments without having to select individual stocks. While diversification can reduce risk, they are still subject to market risk, the level of which depends on the underlying securities in the ETF.

How listed securities work

Investment earnings

Please note that earnings on listed securities comprise a combination of income from dividends and any increase in the value of those securities.

Dividends

Dividends are a portion of company profits paid directly to shareholders. Not all companies pay dividends all the time. Dividends can be a source of additional earnings above any increase in the value of your securities, and depending on whether the company has paid tax on some/all of the dividend amount, may provide tax advantages (see page 14).

Because super is designed to support you in retirement and provide an ongoing source of income for when you most need it, we have a responsibility to help you manage your retirement savings in a careful and prudent manner. To that end, minimum and maximum transaction and investment limits apply, and will help you achieve a diversified investment portfolio with a high degree of control and freedom.

Dividend Reinvestment Plan (DRP)

Some companies and listed securities offer the option to invest your dividends back into the company, through the allocation of listed securities to the value of your dividend earnings. Where companies offer this option, you can choose to take advantage of this if you wish.

Functionality to change your DRP preferences is available on the platform, however, limitations apply. Contact us for the latest information on the options available.

Corporate actions

Publicly listed companies often undertake 'corporate actions' such as share buy-backs, discounted share offers, capital reconstructions, resolutions for investor vote/endorsement at an Annual General Meeting, and entitlement offers, to name a few. We may, at our sole discretion, make corporate actions available to you from time to time where possible.

If and when any listed securities you have invested in through Direct Access undertake a corporate action that is available to you, you will be notified through the platform in order for you to either acknowledge or participate in the corporate action.

Be aware, not all corporate actions require action from you – some will simply be an announcement from the securities in which you have invested. Where a corporate action requires expenditure, its implementation will be subject to you having sufficient cash in your CTA.

Further information about corporate actions may be found at **telstrasuper.com.au**

Rules and limitations

Key limits include:

- minimum trade is $1,500 per stock
- a maximum of 15% of your overall TelstraSuper accumulation or Retirement income stream account balance may be invested in any single holding
- maximum trade is $250,000 per stock.

For further information refer to the terms and conditions in this guide.

Other things to consider

Investment risk

Listed securities offer the opportunity for high returns, but also the potential for high risk. The total value of listed securities can be volatile, i.e. rise and fall dramatically in the short term. The share price for a listed security can vary dramatically each day. Like all investments, listed securities are subject to investment risk, in particular market risk.

Investment risk varies depending on the nature of your investments. It may vary depending on the type of listed securities you invest in. For further general information about the risks of investing in super, including market risk, please see the **Investment Guide,** available at **telstrasuper.com.au/pds**

Tax

Corporate Plus, Personal Plus, Defined Benefit accumulation accounts (VAA or Productivity account)

Earnings arising from listed securities are also subject to taxation, in the same way as term deposits and other superannuation investments.

Earnings from listed securities comprise income from dividends and any realised gains in the value of the securities (usually subject to tax at a maximum rate of 15%). Capital gains tax on realised gains may be subject to tax at a maximum rate of 10% (for listed securities held for 12 months or longer) and may be reduced or eliminated by any capital losses from other share investments held via Direct Access.

All realised capital gains and losses are determined at the time of sale according to capital gains tax rules. Realised capital losses will be carried forward and offset against future gains. If a member cancels their registration for Direct Access after redeeming all of their Direct Access investments, the tax benefit of any unused capital losses (10% tax rate applied) will be passed on to the member by way of a credit to their TelstraSuper account balance. While you're registered for Direct Access, adjustments relating to capital gains tax are reflected (provisionally) in the CTA after the end of each quarter (that is, after September, December, March and June). Capital gains tax liabilities are only finally determined on realisation or crystallisation of amounts effective 31 December for the prior tax year.

Retirement income stream

There is no tax payable on the investment returns applicable to your RetireAccess Retirement income stream account. You can find more information about taxation and your investment in the 'Taxation' section of the **TelstraSuper RetireAccess PDS.**

Franking credits

Investing in listed securities may provide you with tax benefits through franking credits (also known as imputation credits). Franking credits are essentially a tax offset for the component of a dividend that has already had tax paid on it by the company prior to the dividend payment. Given the tax has been paid at the company tax rate of 30%, and super funds usually pay a maximum of 15% tax, any dividends received by a super fund that have been taxed at the company level will give rise to a tax benefit for the difference between the company tax rate and the super fund tax rate (usually 15%) provided the securities are held by the fund at the relevant time to attract the franking credit. As far as practicable, we will pass on the benefit of franking credits relating to investments in listed securities via Direct Access to eligible members, however, the amount and timing of the benefit of any franking credits passed on to you in relation to listed securities via Direct Access may differ from the benefit of any franking credits you may receive if you invest in securities in other ways.

The reason for this is that any tax liabilities relating to listed security investments via Direct Access are met by the Trustee at a Fund (TelstraSuper) level, subject always to applicable tax laws and regulations. Estimates or provisions for tax relating to listed securities held via Direct Access are made so as to, as far as practicable taking into account the administration of tax at a Fund level, pass on the benefit of tax treatments relevant to a member's share holding at or near the time that dividend income is allocated to a member's Direct Access account. As this occurs on the basis of estimates or provisions during a financial year, this means that adjustments may be made to your account from time to time to better reflect tax payments and benefits determined to be attributable to your listed security investments. Tax allowances or tax benefits may be altered or reversed at a later time (including after closure of a Direct Access account) if you're ineligible for the benefit of a particular tax treatment. Refer to the following section for more information about the differences when investing in listed securities through Direct Access.

Further general information about the taxation of super is outlined in our **Additional Information About Your Super Guide,** available at **telstrasuper.com.au/pds** Information about any tax treatments relevant to any listed securities held by you via Direct Access and passed on to your account, can be viewed in your SuperOnline account.

Important information about investing in listed securities

There are differences between investing in listed securities directly (in your own name) and investing in shares through Direct Access.

In addition to the different tax treatment (described previously), key differences include:

- all investments held through TelstraSuper are held in our name or on our behalf, not in your name
- ancillary benefits (such as discount cards) will not be available to you
- the listed securities cannot be used as a basis for any personal borrowings
- any investment in Telstra shares may be limited to ensure we meet our own legislative obligations.

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Illiquid securities and term deposits

Death of a member

Where a member dies, their Direct Access investments will usually be sold down as soon as practicable after the Trustee is notified of their death and will be paid to a member's approved beneficiaries, along with any insurance proceeds and funds held outside of the Direct Access investment option. For details on payment of benefits on death, please see our **Additional Information About Your Super Guide** and the **RetireAccess PDS** (for RetireAccess members) available at **telstrasuper.com.au/pds**

Where Direct Access investments are illiquid or frozen at the time of a member's death (e.g. due to a corporate action), the Trustee will continue to hold these investments until either:

- the asset once again becomes liquid – at which point, the then present value of the asset will be paid to the member's approved beneficiaries; or
- the Trustee determines that, after a considerable period, the asset is unlikely to become liquid again – at which point the Trustee will write the asset down to nil, close the deceased member's account and notify the deceased member's approved beneficiaries.

Where a member is invested in a term deposit at the time of their death, the Trustee may terminate the term deposit early in order to pay the deceased member's benefit to their approved beneficiaries. If a term deposit is broken early for the payment of a death benefit, a pro-rata interest payment will be made based on the time that the term deposit was held.

RetireAccess Retirement income stream pension payments

The Trustee is legally required to make minimum annual pension payments to you to ensure that your pension complies with the relevant pension rules. Your pension payments are funded from your other TelstraSuper investment options because it can be harder to sell investments held in the Direct Access investment option compared to other investment options.

If you do not have a minimum of $10,000 or 24 months' worth of pension payments (whichever is greater) when your account is reviewed each 1 July, we may require you to redeem some of your Direct Access investments and invest that part of your account balance in other TelstraSuper investment option(s).

Despite this rule, there is a small risk that one or more assets you hold in the Direct Access investment option may be unable to be sold and you may not have enough funds left in your other investment options to allow the minimum pension to be paid. For example, this might occur where there is a trading halt on the shares of a particular company listed on the ASX or other corporate action making an asset illiquid. If there are insufficient liquid funds in your account balance for the Trustee to make the minimum annual pension payment to you because you hold illiquid/unsaleable investments in the Direct Access investment option, then the Trustee will effectively be compelled by law to close your RetireAccess account because the minimum pension payment requirements cannot be made.

If all of your Direct Access investment becomes unsaleable and their values need to be written down to nil, there is also the potential for you to lose the entire value of your Direct Access investments. However, this should not affect your RetireAccess account in the first two years of your investment in the Direct Access investment option.

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Next steps
How to register for Direct Access

If you've read this **Guide,** considered your investment attitudes and objectives, and decided that Direct Access offers the type of investments and the level of control that you're looking for, you can register through your SuperOnline account by following these simple steps:

1. Log into your SuperOnline account

Once you've logged into your SuperOnline account, simply click on the Direct Access link in the left hand margin. If you have not yet registered for SuperOnline, you can do so at **telstrasuper.com.au**

2. Personal details

Provide a valid email address, TFN and select the account.

3. Initial investment

Corporate Plus, Personal Plus, Defined Benefit accumulation accounts (VAA or Productivity account)

Transfer a minimum of $10,000 from your existing investment options into the Direct Access investment option. Any dollar amount of additional funds can be transferred after your successful registration, however, you must maintain a balance of at least $10,000 in your other investment options.

RetireAccess Retirement income stream

To be eligible to register for Direct Access in a RetireAccess Retirement income stream account, you need to:

- make a minimum initial investment in Direct Access of least $10, 000 (which includes a minimum balance of $200 in the CTA)
- have (or have had) an initial minimum pension account balance of at least $50,000
- have no reversionary beneficiary nomination on your account
- retain a minimum of $10,000 or 24 months' worth of income payments, whichever is greater, in non-Direct Access investment options.

If you are transferring your existing Direct Access investments held in Corporate Plus or Personal Plus in order to open a RetireAccess Retirement income stream account, you must transfer all your Direct Asset investments holdings.

If you do not retain the minimum amount required in your other TelstraSuper investment options, you will be required to sell down your Direct Access investments to meet the minimum and/or close your Direct Access investment option.

For information about what happens where you are unable to sell down your Direct Access investments because your assets are illiquid, see pages 15 and 16.

4. Review and confirm

All details will be presented to you which you can confirm or go back and alter. An email confirmation will be sent once you have successfully registered.

5. Platform access

You now have instant access to the platform, although you won't be able to invest until the following business day once your funds have been transferred (or Tuesday if you register on a weekend).

6. Future access

To access the platform and manage your investment(s) in shares and/or term deposits, simply login to your SuperOnline account and select the 'Direct Access' link.

Want help with using the Direct Access platform?

While we've worked hard to develop a user-friendly platform that we feel is quite intuitive and reflects the experience of other online investment platforms, we know that sometimes you may want to be shown exactly how to do something.

Throughout the platform, tooltips offer guidance and support.

You can also contact us by calling **1300 033 166** or by submitting an enquiry via your SuperOnline account.

We're able to help explain or discuss any terms or information that is new or unclear to you.

Q&A

Some potential questions you may have about Direct Access are listed below. If there is anything not included, feel free to contact us. Once you register for Direct Access an extensive FAQ will be accessible within the platform.

What can I invest in?

Direct Access gives you the opportunity to invest in term deposits, companies listed on the Australian Securities Exchange within the ASX300, ETFs and other listed securities approved by us.

What is the difference between investing via Direct Access and a Self-Managed Super Fund?

Direct Access offers many of the investment options of a Self-Managed Super Fund (SMSF), without the administration, compliance and auditing and cost that is required with an SMSF.

By investing through TelstraSuper, you can gain access to the flexibility and convenience of the Direct Access platform, as part of our competitive fee structure, potentially saving you time and money when compared to administering your own SMSF. Because SMSFs are subject to different investment rules to other super funds, SMSFs may adopt different investment, administrative and operational approaches (including taxation approaches) at an individual member level that may not be replicated in a large fund.

How do I transfer money into and out of my Cash Transaction Account?

You can transfer money in and out of your Cash Transaction Account by making an investment switch through your SuperOnline account. You simply move a specific dollar amount from one option into another.

How and when is interest paid on my term deposit?

Interest is paid annually or at maturity depending on the bank, and is credited to your Cash Transaction Account.

What are the tax benefits of investing via Direct Access?

Corporate Plus, Personal Plus, Defined Benefit accumulation account (VAA or Productivity Account)

The Direct Access investment option within accumulation accounts can carry realised capital losses forward, which may provide you with tax benefits. A capital loss occurs when an asset loses value in between when the asset is bought and sold. Although capital gains must be realised and taxed each year, realised capital losses can be carried forward to be offset against future gains. The Direct Access investment option allows you to carry forward any realised capital losses in relation to the sale of listed securities to offset against future gains and includes these in the calculation of the current year's net capital gain (or loss) calculations.

Any tax benefits relating to carrying forward realised losses is foregone when you undertake a seamless transfer from accumulation to your new Retirement income stream account, unless they are utilised prior to transfer.

Adjustments may be made to tax benefits where you're ineligible for a particular tax treatment.

Also, importantly, the tax benefits of investing via Direct Access ultimately depend on your personal circumstances.

Which stocks can I invest in?

You can invest in any of the companies listed on the S&P/ASX300, ETFs and other listed securities approved by us, providing you meet the minimum and maximum Direct Access investment option rules.

Can I transfer listed securities I already own into my Direct Access?

No, you can't transfer listed securities you already personally own into Direct Access.

Stay informed

More information and helpful articles about investing your retirement savings are available from our website. We also publish an e-newsletter, which includes news and updates on investment performance and the options available to TelstraSuper members.

Ensure you are subscribed to our e-newsletter via your SuperOnline account.

We produce a range of educational and informative web videos designed to provide succinct overviews of retirement savings concepts and general updates on TelstraSuper performance and fund news.

To view our range of videos visit **telstrasuper.com.au**

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Terms and conditions for using the TelstraSuper Direct Access Investment Platform

The TelstraSuper Direct Access Investment Platform (Direct Access) is an investment option provided via an internet facility that TelstraSuper members may use to invest in individual Australian shares and term deposits.

These terms and conditions govern how you may use Direct Access to buy and sell the investments available on Direct Access. Further information about the investments available on Direct Access is available in this **Guide.**

In these terms and conditions, "we", "our" and "us" means Telstra Super Pty Ltd as trustee of the Telstra Superannuation Scheme (TelstraSuper). 'Member' means a member of TelstraSuper (Fund) who has access to Direct Access.

How you can use this platform

To invest in Australian shares, ETFs and other listed securities approved by us, or term deposits via Direct Access you must:

1. be a member of TelstraSuper who has an accumulation account or a Retirement income stream account
2. be a registered user of SuperOnline
3. be an Australian resident
4. have a valid Tax File Number
5. register for Direct Access (to register you must agree to be bound by these terms and conditions) in relation to your TelstraSuper account.

1.0 Direct Access platform terms and conditions

1.1 The TelstraSuper Direct Access Investment Platform (**Direct Access**) is an investment option provided via an internet facility that TelstraSuper members may use to invest in individual Australian shares, Exchange Traded Funds (ETFs) and other listed securities approved by us, and term deposits.

Your access to the Direct Access investment option is subject to these Terms and Conditions, including the TelstraSuper Privacy Policy available at **telstrasuper.com.au/privacy** the **Guide**, disclaimers and any additional terms and conditions, disclaimers or

statements contained on the Site (referred to collectively as these Terms and Conditions). By accessing, viewing, using any of the online functionality or otherwise using the Site, you agree to be bound by these Terms and Conditions.

1.2 We reserve the right to, at any time:

(a) change the functionality of Direct Access

(b) change these terms and conditions

(c) change or withdraw the right to access Direct Access for any reason.

1.3 If there is a change to these terms and conditions, you will be notified via email, and the updated terms and conditions will be published online and in an updated version of this **Direct Access Guide**.

1.4 Any change to fees or charges will be notified to you separately in advance, where required.

1.5 When you register for Direct Access, your existing SuperOnline access details (login details) will be applied for the use of Direct Access. You must not provide your login details to another person to enable them to access Direct Access. You are liable for anything done via Direct Access using your SuperOnline login details. If you believe that the security of your login details has been compromised, please contact us immediately.

1.6 Information available on Direct Access is provided by UBS Securities Australia Limited (UBS) and Morningstar. UBS and Morningstar accept no responsibility for the reliability, accuracy, completeness or timeliness of the information available on Direct Access.

1.7. You must not publish or distribute any information made available on this site by UBS or Morningstar without the prior written consent of UBS or Morningstar (whichever is the relevant information provider).

1.8 All copyright, rights, title and interest in and to the content on the Site are owned, licensed or controlled by TelstraSuper, UBS or Morningstar. You obtain a non-exclusive and non-transferable, revocable licence to use the software in accordance with these Terms and Conditions when you become a user of Direct Access.

1.9 We may monitor your use of Direct Access.

1.10 You agree that we may provide any document required to be provided to you in the course of you using Direct Access, electronically through your SuperOnline account, with notification of the document's availability being provided by email. You must nominate a valid email address for this purpose when you register for Direct Access and must promptly notify us of any change to your email address.

1.11 You agree to indemnify us against all liabilities incurred directly or indirectly by us arising from your use of Direct Access (or use of Direct Access by anyone using your login details).

1.12 To the extent permitted by law, we exclude liability for any loss suffered directly or indirectly by you arising from:

(a) your use of Direct Access

(b) any processing delays

(c) Direct Access being unavailable for any period

(d) any errors or omissions in information on Direct Access.

1.13 Where our liability cannot be excluded under law, our liability is limited to the re-supply of the relevant service.

1.14 Access to Direct Access may be restricted or denied from time to time due to scheduled or unscheduled outages. We will endeavour to provide prior notice of scheduled outages.

1.15 None of the information on the Direct Access platform is intended to be, or to be construed as, financial product advice (including a recommendation to invest). You should consider whether any information you access on Direct Access is appropriate to you having regard to your objectives, circumstances and needs. If you are in any doubt, you should seek advice from an appropriately qualified financial adviser.

1.16 If you wish to cease being a registered user of Direct Access, please contact us by calling us or select the account closure link on the 'Investment choices' page within your SuperOnline account. Your request to close your Direct Access account cannot be processed until you have disposed of all investments you hold in Direct Access.

1.17 The investment transfer amount submitted as part of your account closure request excludes your minimum Cash Transaction Account balance ($200 less any fees or charges) plus any outstanding payments related to your Direct Access account. Payments may include any outstanding income or distributions; accrued interest; taxation assets (tax refunds and franking credits); entitlement to listed securities through a Dividend Reinvestment Program; and elections taken on corporate actions. These payment amounts will be transferred to your TelstraSuper account (and invested according to your current investment choice(s)) on your behalf when available. Members will be notified by email when this has occurred.

1.18 The personal information you provide when registering for, and using, Direct Access is subject to TelstraSuper's privacy policy, available at **telstrasuper.com.au/privacy**

1.19 If any term or condition in these terms and conditions is unlawful or unenforceable for any reason that term or condition is severed from these terms and conditions and does not affect the enforceability of the remaining terms and conditions.

1.20 Links and Third-Party Content

Data available on the Site is provided by Morningstar. While TelstraSuper makes available the Data from Morningstar in good faith, it does not give any representation or warranty as to, and accepts no responsibility for, the reliability, accuracy, completeness or timeliness of the Data. TelstraSuper shall not, under any circumstances, be liable in any way for any loss of any kind, whether in negligence or otherwise, arising out of or in connection with the Data.

We are not responsible for the content of any website owned by a third party that may be linked to the Site, whether such a link is provided by us or by a third party. These links are provided as a courtesy service and no judgement or warranty is made by us concerning the suitability, accuracy or timeliness of the content of any website that may be linked to the Site. By providing access to other websites, we are not recommending or endorsing any brand, products or services offered by the organisation sponsoring or owning the linked website.

1.21 These terms and conditions are governed by the laws of Victoria.

1.22 For all research material provided by UBS Securities Australia Limited (UBS), you agree with TelstraSuper (in the context of this clause acting on behalf of UBS) that UBS may give you its financial services guide (FSG) by making its FSG available on a website. This clause also constitutes notice by UBS to you that its FSG is available at https://www.ubs.com/researchfsg

1.23 Availability, Security and Delivery of the Site

We will use all reasonable efforts to provide access to the Site on a 24-hour basis, however, there will be interruptions to the Site to facilitate maintenance, or for other reasons.

We reserve the right to at any time amend the information provided or functionality available on the Site and to limit access or cease providing information or functionality available on the Site.

We do not guarantee the delivery of communications over the Internet as such communications rely on third party service providers. Electronic communications (including electronic mail) are vulnerable to interception by third parties and we do not guarantee the security of these communications or the security of the Site.

Subject to those provisions of the Competition and Consumer Act 2010 (as amended) and the Australian Securities and Investments Commission Act 2001 (as amended), and any other rights implied by law, which cannot be excluded by agreement between the parties:

(1) we make no warranties, either express or implied, as to merchantability, fitness for a particular purpose, or otherwise (including as to accuracy, currency, availability, completeness or quality), with respect to the goods or services supplied as part of the Services and the service provided to you by the Information Providers and any other service providers; and

(2) we exclude all liability in contract, tort (including negligence) or otherwise relating to or resulting from use of the Service and for any Loss incurred by you directly or indirectly including without limitation as a result of or arising out of:

(i) any delays, failures or inaccuracies in the transmission of the Service to you or the service provided by Information Providers and any other service providers, transmission of your orders or instructions, confirmations, or any other communications;

(ii) any Loss arising from the acts or omissions of third parties, such as persons associated with the maintenance of your computer systems, ISPs, Information Providers and service providers;

(iii) any unauthorised use of your security identifications and passwords;

(iv) any theft, alteration, addition or loss of data by third parties;

(v) any interception by a third party of any electronic communication (including emails) from us to you. Our liability to you shall in any event be limited to the re-supply of the Service.

2.0 Investment terms and conditions – General

2.1 **Corporate Plus, Personal Plus, Defined Benefit accumulation accounts (VAA or Productivity account)**

To be eligible to invest in Direct Access you require a $50,000 minimum balance in your TelstraSuper accumulation account. You also need to:

- make an initial transfer of at least $10,000 into Direct Access (which includes a minimum balance of $200 in your CTA)
- retain a minimum of $10,000 in your other TelstraSuper investment options (these other investment options cannot include a MySuper interest).

RetireAccess Retirement income stream account

To be eligible to register for Direct Access in a RetireAccess Retirement income stream account, you need to:

- make a minimum initial investment in Direct Access of least $10, 000 (which includes a minimum balance of $200 in the CTA)

- have (or have had) an initial minimum pension account balance of at least $50,000
- have no reversionary beneficiary nomination on your account
- retain a minimum of $10,000 or 24 months' worth of income payments, whichever is greater, in non-Direct Access investment options.

If you are transferring your existing Direct Access investments held in Corporate Plus/Personal Plus in order to open a RetireAccess Retirement income stream account, you must transfer all your Direct Asset investments holdings.

2.2 You must maintain a minimum cash balance of $200 at all times in a Cash Transaction Account in Direct Access. The Cash Transaction Account is the account through which all Direct Access transactions will be effected. Amounts can be transferred to and from your Cash Transaction Account only from another investment option via SuperOnline (these transactions must be processed before 5.30pm Melbourne time in order for the funds to be available the next business day, or Tuesday if a transfer is submitted on a weekend).

2.3 We will invest your Cash Transaction Account balance in a deposit with Australia and New Zealand Banking Group Limited ABN 11 005 357 522 (ANZ). We will not withdraw money from your CTA except at your direction.

2.4 Super contributions cannot be credited directly to your Cash Transaction Account.

2.5 The interest earned on the balance in your Cash Transaction Account is subject to change. For the current rate, refer to **telstrasuper.com.au/directaccess**

2.6 If you fail to maintain a balance of $200 in your Cash Transaction Account, we reserve the right to realise the amount of the shortfall from another TelstraSuper investment option (nominated at our discretion) in which you are invested. More information is available at **telstrasuper.com.au/directaccess**

2.7 If you fail to maintain the minimum balances referred to in clause 2.1 above, or in any other circumstances determined by TelstraSuper (at its discretion), we reserve the right to:

(a) withdraw your access to Direct Access

(b) realise your investments in Direct Access and transfer them to another TelstraSuper investment option.

More information is available at **telstrasuper.com.au**

2.8 All investment instructions relating to listed securities or term deposits via Direct Access must be submitted online, unless we determine otherwise (at our discretion). An investment instruction (order) may be rejected for any reason.

2.9 We are not liable for any delays in executing an order.

2.10 If you place a buy order, a hold will be placed on the amount in your Cash Transaction Account that is needed to cover the order.

2.11 All buys are limited to the amount of cash you have available on the platform (in excess of the $200 minimum that must be maintained at all times) and any unsettled sells.

2.12 The maximum value of any order is $250,000.

2.13 Fees and costs associated with Direct Access include:

(a) a flat dollar platform fee

(b) a fee based on a percentage of your balance in Direct Access

(c) transaction/brokerage fees based on the value of the transaction.

2.14 All investments involve risk. Different investments involve different risks. Refer to the **Investment Guide** for more information.

2.15 Ancillary benefits associated with listed securities (e.g. discount cards) are not available through Direct Access.

3.0 Investment terms and conditions – Listed securities

3.1 Available shares are limited to those in the ASX300. If a share is removed from the ASX300 you may continue to hold or sell that share. However, you will be unable to make further investments in that company through Direct Access. If we remove an ETF, we will notify you of this action and the impact.

3.2 You are not permitted to buy and sell the same security on the same day.

3.3 You may only make one buy order for the same security on the same day.

3.4 You are limited to 100 buy orders (across all securities) at any one time.

3.5 The maximum that you can invest in a single company is $250,000 or 15% of your accumulation TelstraSuper account balance (whichever is less).

3.6 The minimum buy order (including under a Dividend Reinvestment Plan or through a corporate action) is $1,500.

3.7 You are not permitted to delete (cancel) more than three orders in a listed security per day.

3.8 If the balance in your Cash Transaction Account is insufficient to fund a call on listed securities that are not fully paid, two days prior to the date on which the payment is due, we may sell your instalment receipt.

3.9 General ASX rules apply to investments made via the platform, including market hours for trading.

3.10 Different types of orders (e.g. market, limit (valid for 1 day), limit (valid for 30 days)) may be made available from time to time at our discretion.

3.11 Not all corporate actions are available to members. TelstraSuper determines the availability of corporate actions at its discretion. Available corporate actions include:

(a) Off-market share buy-back

(b) Rights issues

(c) Entitlement offers

(d) Capital reconstructions.

You must provide instructions regarding corporate actions online by the deadline that will be notified to you. Corporate actions requiring monetary expenditure are subject to the availability of cash in your Cash Transaction Account (in excess of the $200 minimum that must be obtained at all times).

3.12 Dividends and distributions are credited to your Cash Transaction Account.

3.13 You may elect to participate in Dividend Reinvestment Plans across all of your investments (you may not participate in respect of only some investments).

4.0 Investment terms and conditions – Term Deposit investments

4.1 Available term deposits are limited to those shown in the **Guide**. We determine the availability of term deposits via Direct Access at our discretion.

4.2 Interest rate information for available term deposits is provided by the applicable term deposit provider, and is usually updated weekly at 12am each Friday. Refer to **telstrasuper.com.au**

4.3 Term deposit orders are generally processed on a daily basis. Orders placed after 11.59pm on a business day, or on a day that is not a business day, will generally be processed on the next business day.

4.4 You may incur additional costs or reduced earnings if a term deposit is not held until the maturity date (including where you request early access to the capital invested or access to the capital invested is required for some other reason), at our discretion. Refer to the 'Breaking a term deposit' section of this **Guide,** or for more information on fund-initiated transfers go to **telstrasuper.com.au**

4.5 At maturity (the end of the term), the initial investment and all earnings will be credited to your Cash Transaction Account, unless we are instructed otherwise. This may change in the future.

4.6 The minimum investment (applies to each term deposit) is $5,000.

4.7 The maximum investment (applies to each term deposit) is $5 million.

4.8 Further information about term deposits is available in product disclosure documents issued by relevant term deposit providers. Refer to **telstrasuper.com.au** We accept no responsibility for the reliability, accuracy, completeness or timeliness of any information provided by term deposit providers, including interest rate information and product disclosure documents issued by term deposit providers.

5.0 Subscription alerts

The following terms apply where you elect to receive alerts via the TelstraSuper Direct Access platform (**Alerts**).

5.1 Information available via Alerts has been prepared without taking into account any investor's objectives, financial situation or needs, and investors should, before acting on the information in the Alerts, consider the appropriateness of the information, having regard to their objectives, financial situation and needs. You acknowledge that any information you obtain through any Alert is either factual information or general financial advice only and does not constitute personal financial advice.

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