

# MEMBER GUIDE

Personal Division

This guide contains important information about how super works, Nationwide Super's fees and costs, how super is taxed and how to open a Personal Division account with Nationwide Super.

Issued 15 October 2018

 **NATIONWIDE**  
SUPER



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### Important Information

This version of Nationwide Super's Member Guide was prepared on 15 October 2018.

The information in this document forms part of the Nationwide Super Product Disclosure Statement (PDS) – Personal Division, dated 15 October 2018.

We recommend that this information be read in conjunction with the Nationwide Super PDS. You should consider this information and the information in the Nationwide Super PDS before making a decision to invest in Nationwide Super.

The purpose of this document is to provide a general summary of the important information relating to how super works, fees and costs, how super is taxed and how to open an account with Nationwide Super.

The information contained in this guide is up to date and correct at the time of preparation, however, may be subject to change.

The information in this document is based on the assumption that the current tax laws shall continue to apply. Further information is also available from the Australian Taxation Office (ATO) on 13 10 20 or [www.ato.gov.au/super](http://www.ato.gov.au/super)

# 1. How super works

## About super

Super is money set aside by you and your employer throughout your working life to provide for your retirement. To make the most of your super you should understand how super works:

### Add: Contributions

#### Employer contributions + Your personal contributions + Government contributions

Contributions are made to your super account and invested in the investment option(s) of your choice

### Plus or less: Investment earnings

Your investment earnings may be positive or negative, depending on the performance of the investment option(s)

### Less: Payments and deductions

Any withdrawals, tax, fees and costs and insurance premiums

### Equals :

Your retirement savings

## Details of Nationwide Super's products

Details about Nationwide Super's Personal Division are set out in the Nationwide Super Product Disclosure Statement (Personal Division), which explains:

- About Nationwide Super
- How super works
- Benefits of investing with Nationwide Super
- Risks of super
- How we invest your money
- Fees and costs
- How super is taxed
- Insurance in your super
- How to open an account



## Making contributions

### What contributions can I make?

Nationwide Super can accept all contribution types, however the types of contributions that can be made to your account depend on your age and your employment status, as follows:

Age	Employer contributions		Personal contributions		
	Compulsory employer contributions*	Salary sacrifice	Personal	From your spouse	Downsizer contribution
Under 65	✓	✓	✓	✓	✗
65 - 69	✓	☑	☑	✓	✓
70 - 74	✓	☑	☑	✗	✓
75 & over	✓	✗	✗	✗	✓

☑ *These contributions can only be made if you have met the work test, by working for at least 40 hours in a 30 consecutive day period during the financial year.*

\**Compulsory employer contributions include Superannuation Guarantee (SG) contributions or contributions required to be made under an agreement or Award certified by an industrial authority.*

You should be aware that the government has set limits on the amount that can be contributed into your super each financial year before you have to pay extra tax. See Contribution caps section on page 6.

### Work Test Exemption

**Proposed from 1 July 2019 (not yet law at the date of this Guide)**

The government is proposing to introduce a one-year exemption from the current work test for voluntary super contributions for people aged 65-74 who have balances below \$300,000. Eligible people will be able to make voluntary contributions to super for the first year they don't meet the work test requirements. This aims to give recent retirees more flexibility to get their financial affairs in order as they transition into retirement. Existing contribution cap limits will continue to apply.

### Choice of fund

Most people have the right to choose which super fund they'd like their employer super contributions paid into (you also have a choice for your personal contributions). However, sometimes an industrial award or agreement may require that employer contributions be paid into a particular super fund.

If you are eligible to choose a super fund, your employer must give you a *Standard choice* form, which sets out your options for choosing a super fund, within 28 days of your start date with that employer.

If you don't have a choice about your super fund or don't tell your employer where to pay your super, they will put it into a super fund that they've chosen, also known as the default fund.

To choose Nationwide Super as your nominated super fund, please complete a *Standard choice* form with Nationwide Super's details and provide it to your employer along with Nationwide Super's *Complying Fund Notice*, both available from [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms)

## Employer (concessional) contributions

### Employer compulsory contributions

Most employees receive employer Superannuation Guarantee (SG) contributions of at least 9.50% of their salary (2018/19).

This SG rate will rise gradually to 12% by 1 July 2025.

Employees who are not currently eligible for SG contributions include individuals that are:

- Paid less than \$450 (before tax) per month; or
- Under age 18 and working less than 30 hours per week.

To check whether you are receiving the right amount of super from your employer, simply go to [nationwidesuper.com.au/calculators](http://nationwidesuper.com.au/calculators) and click on *Employer Contribution Calculator* to work out your entitlements.

### High Income earners

**Proposed from 1 July 2018 (not yet law at the date of this Guide)**

The government is proposing to allow those earning over \$263,157 per annum from multiple employers to elect that SG of 9.5% not be paid on their wages from certain employers. The employee could instead negotiate to receive additional income and avoid breaching the \$25,000 per annum concessional contributions cap.

### Salary sacrifice

Salary sacrifice is a popular and often tax-effective way of making extra contributions to super.

Salary sacrifice is when you choose to have your employer pay some of your salary into super instead of taking the money as after-tax pay. The salary you 'sacrifice' is paid directly into your super before income tax is deducted and that could mean you pay less tax overall.

You can ask your employer whether salary sacrificing is available to you and how to start it.

You should be aware that salary sacrifice contributions are added to the income test for assessing financial and retirement benefits (including government co-contributions, Centrelink/DVA payments and child support).

### Example:

*Joe earns \$85,000 a year and pays tax of \$20,872 (including Medicare Levy). If Joe salary sacrifices \$5,000 p.a. to super, his salary is now \$80,000 and his income tax has reduced to \$19,147. The \$5,000 is contributed straight to Joe's Nationwide Super account, where it is taxed at just 15%. So overall, Joe has gone from paying \$20,872 in tax to \$19,897, a saving of \$975.*

### Personal deductible contributions

If you are under age 75, you can generally claim up to 100% of any personal member contributions you have made as a deduction on your tax return, which could reduce the tax you pay - deductible super contributions are only taxed at 15%, compared to your marginal tax rate.

If you wish to claim a tax deduction for your personal super contributions, you must first provide a completed *Notice of intent to claim or vary a deduction for personal super contributions* form to Nationwide Super and receive written acknowledgement prior to submitting your Income Tax Return for the relevant financial year. This form must be submitted before 30 June in the financial year after you made the contributions.

For further information see [nationwidesuper.com.au/deductions](http://nationwidesuper.com.au/deductions) or [www.ato.gov.au](http://www.ato.gov.au)

## Spouse contribution splitting

Nationwide Super allows members to split their concessional super contributions to their spouse's super account, held with Nationwide Super or another super fund.

Spouse contribution splitting may be beneficial where:

- Your spouse is older and closer to their preservation age when they can access their super benefits; and/or
- Your spouse has a lower income or is not working and you would like to equalise your super benefits.

You can apply to Nationwide Super to transfer up to 85% of your previous financial year's concessional contributions, including employer, salary sacrifice and personal deductible contributions (up to your concessional contribution cap).

You should be aware that spouse contribution splitting does not reduce the amount that must be counted towards your concessional contribution cap.

## Low income government contribution

Prior to 1 July 2017, the government paid a low income earner contribution of up to \$500 per financial year to eligible employees or business owners who earn less than \$37,000 per annum.

This government contribution refunded eligible member's 15% contributions tax and was automatically paid to your super fund by the Australian Taxation Office (ATO), without the need to submit an Income Tax Return.

The low income superannuation contribution was discontinued from 1 July 2017.

## Low income superannuation tax offset

The government pays a Low Income Superannuation Tax Offset to reduce tax on super contributions for lower income earners. People earning less than \$37,000 per annum benefit from a tax offset of up to \$500 per financial year, based on tax paid on concessional contributions. The tax offset is paid directly to the super fund and the fund then deposits the amount to the member's super account.

## Personal (non-concessional) contributions

### Personal contributions

Personal contributions are additional after-tax contributions that you may choose to make to your Nationwide Super account.

In order for Nationwide Super to accept personal contributions, we must have your Tax File Number (TFN). For more information on providing your TFN, see Your Tax File Number (TFN) section on page 13.

### Government co-contribution

The super co-contribution is a government initiative to help you save for your retirement.

If you are an employee or business owner earning an assessable income of less than \$37,697 per year, for every \$1 of your yearly personal contributions, you will receive a \$0.50 co-contribution from the government, up to a maximum of \$500. The maximum co-contribution amount available reduces as your income increases over \$37,697 and cuts off at an income of \$52,697.

The government co-contribution is automatically paid to your super fund by the ATO after you have submitted your Income Tax Return.

For more information, see *Fact Sheet: Co-contributions* or go to [nationwidesuper.com.au/calculators](http://nationwidesuper.com.au/calculators) and click on *Superannuation Co-contribution Calculator* to help you work out whether you may be entitled to receive the government co-contribution.

## Spouse contribution

It is possible for eligible individuals to contribute to their spouse's account. A tax offset of up to \$540 may be available for people who make super contributions of \$3,000 or more each year on behalf of a low-income or non-working spouse, earning less than \$40,000. The offset amount will gradually reduce for spouse incomes above \$37,000 and will cut out at \$40,000 per annum.

## Downsizing the home and making super contributions

From 1 July 2018, the government allows those aged 65 and over to make an additional personal contribution of up to \$300,000, from the proceeds of selling their home. The home must have been owned as the person's principle residence for at least 10 years.

The down-sizing contribution allowed is on top of the existing contribution caps and the work test requirements and contribution age restrictions will not apply.

The contribution limit is per person, so a couple could potentially contribute up to \$600,000.

For further information, visit the ATO website.

## First home super saving scheme (FHSSS)

The government has recently introduced the First Home Super Saving Scheme (FHSSS) to make saving for your first home a little easier.

Under the FHSSS, from 1 July 2018 you are able to withdraw up to \$30,000 of eligible voluntary contributions made to your super account from 1 July 2017 to help you purchase or build your first home.

Both personal (after-tax) and salary sacrifice (before-tax) contributions of up to \$15,000 per financial year are eligible to be withdrawn and normal contribution cap limits and tax apply to these contributions.

Applications to withdraw under the FHSSS are made to the ATO who will advise of the maximum amount of your super that can be released to you. Any withdrawal is taxed at your marginal tax rate less a 30% tax offset.

For full details of the FHSSS, simply visit the Australian Tax Office (ATO) website at [www.ato.gov.au](http://www.ato.gov.au)

## How to make contributions

You can make contributions to your Nationwide Super account via cheque, payroll deduction or BPAY®.

### BPAY

This is the quickest and easiest way to make a contribution to your Nationwide Super account. Using telephone or internet banking, it takes just a few simple steps to make a payment from your cheque, savings, debit, or transaction account.

Bill Code: 200089

Customer Reference Number (CRN):

Please log in to MemberAccess or contact the Nationwide Super team on 1800 025 241 to obtain your unique CRN.

### BPAY Steps:

- Log on to phone or internet banking provided by your financial institution and select BPAY payments.
- Nominate the account you wish to debit (credit cards are not an allowable account).
- Enter the Biller Code shown above and your unique CRN.
- Enter the payment amount and submit the transaction.
- Contact the Nationwide Super team by phone, email, fax or

post to provide details of the transaction, including your member number and the date and amount of the transaction.

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*Please note that your financial institution may apply payment limits; payment may take up to 2 days to be received by Nationwide Super, depending on the cut-off time for your financial institution. Your financial institution may apply fees to BPAY transactions.*

### Cheque or money order payment

To make a personal contribution by personal cheque, bank cheque or money order, please make it payable to "Nationwide Super", with your Nationwide Super Member ID written on the reverse side. Post it to Nationwide Super, Locked Bag 5215 Parramatta NSW 2124, along with a completed *Personal Contribution Notice*, available at [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms)

### Contribution caps

Contribution caps are limits imposed on the amounts that you can contribute to super each financial year.

#### Non-concessional contribution cap

You can make up to \$100,000 per financial year in personal (non-concessional) contributions to super.

If you are under age 65 on 1 July and your super balance is under \$1.5 million, you can also bring forward an extra two years worth of personal contributions and make a lump sum contribution of up to \$300,000 in the one financial year. If you do contribute \$300,000 in one financial year, then you cannot make any further contributions for the next two financial years.

Anyone that has super worth over \$1.6 million will not be eligible to make personal (non-concessional) contributions to super.

There are some exemptions to the non-concessional contribution cap. The main exemptions include:

- The proceeds from the disposal of eligible small business assets are exempt up to a lifetime limit of \$1.48 million for 2018/19 (note that this limit is indexed annually).
- The proceeds from a settlement for personal injuries resulting in permanent incapacity are not subject to any cap.
- For those aged 65 or over, the proceeds of the sale of the family home, up to \$300,000.

To claim either of these exemptions, an election must be provided to Nationwide Super at the time of making the contribution.

From 1 July 2013, you are able to withdraw excess non-concessional contributions that have breached the cap (plus associated investment earnings), with investment earnings taxed at your marginal tax rate. If you don't withdraw the excess contributions, they will be taxed at 47%.

*Please note that the above contribution caps are current as at 1 July 2018, and are subject to legislative change.*

#### Concessional contribution cap

You are allowed up to \$25,000 per financial year in employer (concessional) contributions to super.

If the cap is exceeded, any excess concessional contributions will be included in your assessable income and taxed at your marginal tax rate (plus an interest charge). You can choose to withdraw up to 85% of any excess concessional contributions made from 1 July 2013, to pay the additional tax.

*Please note that the above contribution caps are current as at 1 July 2018, and are subject to legislative change.*

#### Changes from 1 July 2019

From 1 July 2019, people with a super balance of less than \$500,000

will be able to make additional concessional contributions where they have not used all of their concessional contribution cap in previous years. Unused cap amounts will accrue from 1 July 2018 and carry forward on a rolling basis for five consecutive years.

### Rollovers in

You can rollover benefits from your other super funds, retirement savings accounts or first home saver accounts to Nationwide Super at any time.

If you have multiple super accounts, we can assist you to consolidate them into the one account with Nationwide Super, with the following benefits:

- Nationwide Super has competitive fees and you can avoid paying multiple fees by having your super in the one account;
- A simple online rollover request facility within MemberAccess. Just login to MemberAccess and click the 'consolidate' tab, then simply enter the details of the super accounts you would like to rollover and we'll take care of the rest;
- Less paperwork to manage – having the one super account means you only receive one lot of paperwork, which can make managing your super simpler;
- Free lost super search – Nationwide Super can assist to locate any lost super you may have forgotten about over the years; and
- Peace of mind – knowing that your super is all together in the one account.

You should consider the impact of rolling over your super benefits, such as any exit fees or loss of insurance cover that might apply when consolidating super accounts. You should also consider obtaining licensed personal financial advice.

#### Search for lost super

At least once per year, Nationwide Super undertakes a search of the ATO's lost super register to help locate any lost or forgotten super and rollover any money held by the ATO in their name to Nationwide Super, for those members who have provided Nationwide Super with their consent to do so. If you wish to participate in this additional free service, please contact Nationwide Super to provide your consent for us to use your TFN for this purpose.

Where any lost super is located in your name that is held by another super fund, we will contact you and give you the option to complete a request to transfer it to Nationwide Super.

You can also conduct a search for other super accounts that you may have forgotten about, either held with other super funds or held by the ATO as unclaimed super, by logging in to your MemberAccess account at [nationwidesuper.com.au/login](http://nationwidesuper.com.au/login)

Another option for searching for your super accounts and requesting accounts to be consolidated is via the government's myGov website – go to [www.my.gov.au](http://www.my.gov.au)



## Accessing super

### Preservation

Super is a long-term investment designed for your retirement, so the government has placed restrictions on when you can access your super - called the preservation rules.

Your super may be made up of several preservation components, including:

- Preserved component – which generally can't be accessed until you meet a condition of release;
- Restricted non-preserved component – which generally can't be accessed until you meet a condition of release or terminate your employment with your contributing employer; and
- Unrestricted non-preserved component – which can be accessed at any time.

The preservation age is set by the government and is dependent on your date of birth, as follows:

Date of Birth	Preservation Age
Before 1 July 1960	55
From 1 July 1960 to 30 June 1961	56
From 1 July 1961 to 30 June 1962	57
From 1 July 1962 to 30 June 1963	58
From 1 July 1963 to 30 June 1964	59
On or after 1 July 1964	60

### Conditions of release

Your preserved super benefits must remain in super and can only be accessed as a lump sum, or pension where applicable, when you meet one of the following conditions of release:

- You reach age 65;
- You have retired from work in one of the following circumstances:

#### Aged between your preservation age to 59

An arrangement under which you were gainfully employed has come to an end and you intend to never again become gainfully employed for 10 hours or more each week.

#### Aged 60 to 64

On or after reaching age 60, an arrangement under which you were gainfully employed has come to an end.

#### OR

An arrangement under which you were gainfully employed has come to an end and you intend to never again become gainfully employed for 10 hours or more each week.

- You become totally and permanently disabled and therefore permanently unable to work;
- You are diagnosed with a terminal illness;
- You die (your death benefit is paid to your beneficiaries or estate);
- You are an eligible temporary resident that has permanently left Australia;
- You have terminated gainful employment with an employer that made super contributions on your behalf, where your preserved super benefit at the time of the termination is less than \$200\*; or
- You have reached your preservation age and commence a Pre-Retirement Pension.

You may also be able to access all or part of your super on the following grounds:

- You need money under compassionate grounds, administered by the Australian Taxation Office - ATO (previously by the Australian Government Department of Human Services). There are very limited circumstances where benefits may be released on specified compassionate grounds. For more information, go to [www.ato.gov.au](http://www.ato.gov.au) or contact the ATO on 13 10 20, or see *Information Sheet – Early Release of Benefits Due to Compassionate Grounds*, available by contacting the Nationwide Super team.
- You need money due to severe financial hardship and are receiving an eligible Commonwealth income support payment. For more information, see *Information Sheet: Early Release of Benefits Due to Severe Financial Hardship*, available by contacting the Nationwide Super team\*.
- You are withdrawing your additional contributions of up to \$30,000 under the First Home Super Saving Scheme (FHSSS). The ATO will calculate and approve the amount that can be withdrawn and provide release instructions to super funds.

\*From 1 July 2016, the Trustee of Nationwide Super ceased accepting claims to access super account balances under the following grounds:

- Termination of gainful employment from 1 July 2016 with an employer that made super contributions to Nationwide Super, where the member's preserved Nationwide Super benefit at the time of the termination is less than \$200.
- Severe financial hardship for members that first suffer financial hardship from 1 July 2016.

Members that have previously lodged a successful claim for severe financial hardship or are claiming for severe financial hardship first suffered prior to 1 July 2016 will continue to be able to submit financial hardship claims after 1 July.

This change reflects our commitment to helping members maximise their benefit at retirement, when super is most needed as a supplement or substitute to the Age Pension.

We encourage any members experiencing financial difficulties to contact a financial counsellor, who can assist with a wide range of financial problems, at no cost. If you are having difficulty paying bills or debts, contact the Financial Counselling Association of Australia on 1800 007 007 to speak to a counsellor or find a counsellor local to you.

### Making a withdrawal

To request a withdrawal or rollover from your Nationwide Super account, you must complete and submit the appropriate forms and provide any required documentation before we can process the withdrawal or rollover. Forms are available from [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms) or by contacting the Nationwide Super team.

If you request a partial rollover from your Nationwide Super account you must retain a minimum amount of \$1,500 in your account at the time of the payment.

## Pension

Nationwide Super offers two pension account options to pre-retirees and retirees:

- The Nationwide Super Pre-Retirement Pension; and
- The Nationwide Super Pension.

The Nationwide Super Pre-Retirement Pension is designed for people who have reached their preservation age (55, 56 or 57 years old - refer to table on page 7) and are still working, but want to access their super savings to boost their income or to make their money work harder by implementing tax-effective contribution strategies to grow their retirement 'pot' even further.

The Nationwide Super Pension is designed for people who have fully retired and want to access their super savings as a regular income payment in a tax effective manner.

For more information about Nationwide Super's pension options, go to [nationwidesuper.com.au/pension](http://nationwidesuper.com.au/pension)

Please note, a maximum of a \$1.6 million can be transferred to pension phase. Any super balance held over \$1.6 million must be retained in accumulation phase.

## Release authorities

Release authorities are documents issued by the ATO to a member or their super fund, where the member:

- Has elected to withdraw some of their eligible excess contributions;
- Must pay excess non-concessional contribution tax; or
- Must pay Division 293 tax.

Where Nationwide Super receives a valid release authority, we are authorised and required to release an amount from your Nationwide Super account according to the instructions contained in the release authority.

## Compulsory payment of benefits

You are able to leave money in super for as long as you like. The only time when your Nationwide Super benefit must be paid is after your death.

## Identification requirements

Anti-money laundering and counter-terrorism financing laws require Nationwide Super to identify, monitor and mitigate the risk of assets of a super fund being used to launder money or to finance terrorism.

To protect our member's super benefits and reduce the risk of fraud, you may be required to provide sufficient proof of identity before requesting certain transactions and payments. You will be notified of any additional information that may be required from you at the time of your request.

As a minimum, proof of identity will include evidence of a person's full name, date of birth and residential address. In some circumstances it will be necessary for Nationwide Super to seek additional proof or verification of identity.

These requirements may cause delays in processing withdrawals or rollovers. Nationwide Super may delay or suspend a member's account or refuse any request for payment of a benefit where a person fails to provide sufficient proof of identity, or where payment of the benefit may cause Nationwide Super to be in breach of legislation.

## Death & super

### Payment of benefits on death

If you die while you are a member of Nationwide Super, the Trustee is required to pay your death benefit, equal to your withdrawal balance plus any death insurance benefit (less any taxes, fees or costs applicable at the time of payment) to your beneficiaries or estate.

For more information, see *Fact Sheet: Death Benefits*, available at [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms) or by contacting the Nationwide Super team.

There may be taxes payable by your beneficiaries, depending on their circumstances and relationship to you. See *How super is taxed* section on page 13.

Any death benefits paid to your spouse, former spouse or child (of any age) may additionally include an anti-detriment payment for members that passed away prior to 1 July 2017. An anti-detriment payment broadly represents a refund of the 15% contributions tax paid by the deceased member during their lifetime.

For more information, see *Fact Sheet: Anti-detriment Payments*, available at [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms), or by contacting the Nationwide Super team.

### Nominating beneficiaries

Nationwide Super offers two different types of death benefit nominations, for you to nominate one or more beneficiaries to receive any death benefit from your Nationwide Super account:

- Non-binding (preferred) nomination
- Binding nomination

#### Non-binding (preferred) nomination

##### What does it mean?

A non-binding or preferred beneficiary nomination will guide the Trustee of Nationwide Super as to your wishes; however, the Trustee makes the final decision as to whom the benefit will be paid. The Trustee is guided by superannuation legislation and must ensure the benefit is paid to your dependants.

The Trustee will take into consideration your circumstances and those of your potential beneficiaries at the time of your death.

##### Who can I nominate as a beneficiary?

When nominating your non-binding beneficiaries, please ensure that you nominate a dependant beneficiary.\* The Trustee of Nationwide Super can only consider a non-dependant where there is no dependant(s) or estate.

You can nominate as many beneficiaries as you wish.

##### How do I make or change a nomination?

You can make and change non-binding beneficiary nominations at any time by logging into MemberAccess at [nationwidesuper.com.au/login](http://nationwidesuper.com.au/login) or by completing a *Member Change of Details* form.



## Binding nomination

### What does it mean?

A binding death benefit nomination is legally binding on the Trustee of Nationwide Super. This means that on your death, your Nationwide Super benefit would be paid as you instructed, as long as your nomination is valid and any named beneficiaries are dependent upon you at the time of your death.

### Who can I nominate as a beneficiary?

You can nominate your legal personal representative (i.e. Estate) and/or any dependants\*.

### How do I make a nomination?

You must complete and submit a valid *Binding Death Benefit Nomination* form to make a binding nomination.

### How do I change my nomination?

Any binding nomination you make will remain in place for a period of three years from the date you made the nomination (unless you submit a new binding nomination) and would need to be renewed prior to expiry to remain valid.

It's important to regularly review a binding death benefit nomination and keep it up to date as your circumstances change, as a valid nomination cannot be overridden by the Trustee or your dependants.

If, at the time of your death, you did not nominate a beneficiary or your nomination is invalid, the Trustee will look for eligible beneficiaries to receive your death benefit.

\*Under the *Superannuation Industry (Supervision) Act 1993*, a dependant is defined as:

- The member's spouse including *de facto* and same-sex spouse (but excluding a previous spouse);
- Any children of the member including adopted, step, ex-nuptial and adult children;
- Any person who was financially dependent on the member at the time of the member's death; or
- Any other person with whom the member has an interdependency relationship.

Two people are considered to have an interdependency relationship if:

- a) They have a close personal relationship;
- b) They live together;
- c) One or each of them provides the other with financial support; and
- d) One or each of them provides the other with domestic support and personal care.

Note that the requirements for an interdependency relationship may be met if the requirements in a) and c) or d) are met but they do not live together due to one or both people suffering from a physical, intellectual or psychiatric disability or temporarily working overseas or serving a gaol sentence.

## Rollovers out

### Portability

You may request a rollover of your Nationwide Super benefits to another complying super fund at any time. Where you have submitted a complete and valid rollover request, we are required to transfer your super benefits within 3 or 30 days (depending on the details of the rollover request).

Depending on the type of super fund that you are rolling your super benefits to, supporting documentation may be required to be submitted to Nationwide Super, along with your rollover request.

If you request a partial rollover from your Nationwide Super account you must retain a minimum amount of \$1,500 in your account at the time of the payment.

You may also request a rollover of your entire Nationwide Super benefit to a New Zealand KiwiSaver, provided you satisfy certain criteria.

If you wish to make a rollover request, contact your new super fund, go to [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms) or contact us to obtain a rollover request form.

### Family law

In the event of a relationship breakdown, your interest in Nationwide Super may be split with an amount payable to your spouse by a formal written superannuation agreement or court order.

Nationwide Super may be required under law to provide information about your super to your spouse without your consent or knowledge in the event of a relationship breakdown. Information about Superannuation Information Requests and the relevant forms are available at [www.familycourt.gov.au](http://www.familycourt.gov.au)

In some circumstances, a superannuation agreement or court order can be obtained to prevent a member's super benefit from being paid out or rolled over until the split has been finalised.

For more information, see *Fact Sheet: Super and Relationship Breakdown*, available at [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms) or by contacting the Nationwide Super team.

For information on fees that apply to family law applications, see Fees and costs section on page 11.



## Eligible rollover fund

If your Nationwide Super account balance is less than \$6,000 (excluding investment earnings and any applicable fee and tax rebates) and you are classed as lost, we may rollover your account to the SuperTrace Eligible Rollover Fund (operated by Colonial Mutual Superannuation Pty Limited) to protect your account from being eroded by administration fees.

The Trustee will determine whether to implement a rollover to the eligible rollover fund on a regular basis, and will consider if the rollover is in the best interest of the affected members.

If your account is rolled over to SuperTrace, you will no longer be a member of Nationwide Super and any insurance cover you had with Nationwide Super will cease. Please also note that the investment earnings of SuperTrace may be lower than those of Nationwide Super.

You are taken to be a lost member if:

- You are inactive, having been a member for at least two years and Nationwide Super has not received a contribution or rollover for you in the last two years. Further, at the time of joining Nationwide Super you entered as an employer sponsored member;
- You are also inactive if you have joined Nationwide Super from another super fund as a lost member; or
- Nationwide Super has not received a contribution or rollover for you in the last 12 months and you become uncontactable, whereby Nationwide Super has never had an address for you or where two pieces of written communication that have been sent to your last known address have been returned unclaimed.
- Where you have had recent engagement with Nationwide Super, such as logging into your online MemberAccess account, you will not be considered lost.

To contact SuperTrace:

Telephone: 1300 788 750  
Write to: Locked Bag 5429, Parramatta NSW 2124  
Facsimile: 1300 700 353  
Website: [www.supertrace.com.au](http://www.supertrace.com.au)

## Unclaimed super money

The government requires Nationwide Super to transfer lost super accounts to the ATO, for members who are:

- Over 65 years old, haven't made a contribution for the past two years and we haven't had contact with you for five years;
- Deceased and we are unable to locate a beneficiary for payment of the benefit;
- A lost member whose account balance is less than \$6,000; or
- A lost member whose account has been inactive for 12 months and we don't have the information needed to make a payment to you.

You are able to claim back any unclaimed super money in your name from the ATO at any time. For more information, go to [www.ato.gov.au](http://www.ato.gov.au).

### Proposed from 1 July 2019 (not yet law at the date of this Guide)

The government is proposing that all inactive super accounts (that have not received a contribution for 13 months) with a balance under \$6,000 are to be transferred to the ATO from 1 July 2019. The ATO will expand its data matching processes to automatically reunite this money with the member's active super account. This is designed to reduce multiple super accounts held per person.

## Temporary residents

All super funds are generally required to transfer to the government (at their request) the account balances of members who were temporary residents no longer holding a current temporary visa, where the member left Australia at least six months ago.

An individual who has, at any stage, been a temporary resident and who is not a citizen or permanent resident of Australia or New Zealand, is able to withdraw their super benefits in cash (net of tax) by applying to Nationwide Super (or to the ATO when, after six months, the benefits have been transferred to the ATO).

Generally these payments have tax of 35% deducted from the payment amount before it is paid, however a higher tax rate of 65% applies for 'working holiday makers' who held a Working Holiday visa (subclass 417) or a Work and Holiday visa (subclass 462).

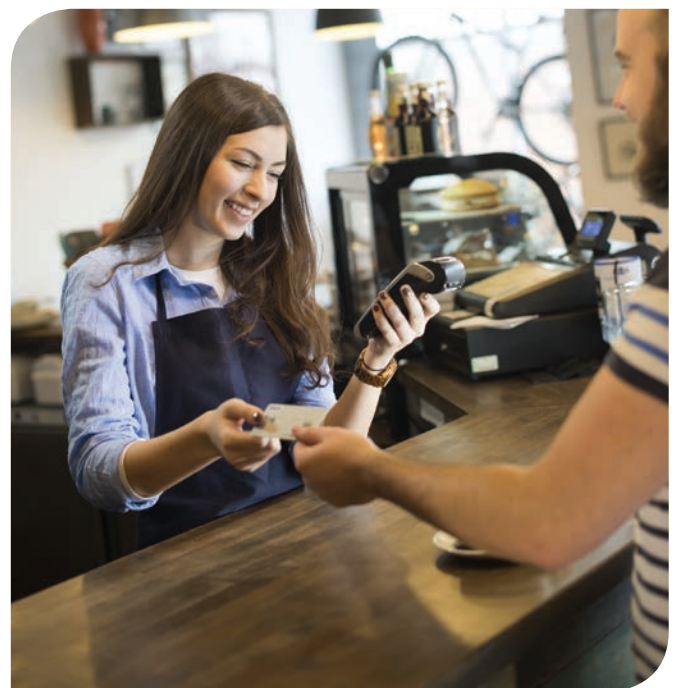
For more information, see *Information Sheet: Super for Temporary Residents*, available by contacting the Nationwide Super team.

## Cooling-off period

There is a cooling-off period during which you can cancel your Nationwide Super account in writing. The cooling-off period applies:

- Within 19 days of us receiving your application, or
- Within 14 days of us issuing your Welcome Kit advising you of your Nationwide Super account details.

If you cancel your membership during the cooling-off period, we will have to transfer any preserved and restricted non-preserved benefits to another complying super fund. Fees, costs and investment earnings will not be applied to the transfer amount; however the amount will be adjusted by any tax payable.



## 2. Fees and costs

### DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You or your employer, as applicable, may be able to negotiate to pay lower administration fees. Ask Nationwide Super or your financial adviser.\*

### TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) has a superannuation calculator to help you check out different fee options.

\*Note that Nationwide Super does not negotiate fees and does not pay commissions to advisers.

## Fees and other costs

This document 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 Nationwide Super as a whole.

Other fees, such as activity fees, advice fees for personal advice and insurance premiums, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you.

Taxes and insurance premium costs 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.

Similar information is included in other PDSs so you can compare Nationwide Super's fees and costs with those of other funds.

### Nationwide Super - Diversified Investment option

TYPE OF FEE	AMOUNT	HOW AND WHEN PAID
Investment fee	Nil	N/A
Administration fee	\$130 p.a. (\$2.50 per week)	Calculated daily and deducted from your account on the last Friday of the month or upon exit.
Buy-sell spread	Nil	N/A
Switching fee	First request each financial year – free Second and subsequent requests each financial year - \$35	Deducted from your account balance when your request to switch is processed.
Exit fee	\$70	Deducted from your account balance when you exit Nationwide Super.
Advice fees Relating to all members investing in a particular investment option	Per activity	Advice fees are charged as a service fee and deducted from your account with your agreement.
Other fees and costs <sup>1</sup>	Per activity	If applicable, other fees and costs for specific services are deducted from your account as they are incurred.
Indirect cost ratio <sup>2</sup> (excluding performance fees)	1.32% p.a.	An estimate of costs (excluding performance fees) that are not deducted directly from your account, that will reduce your investment return.
Indirect cost ratio – Performance fees	0.31% p.a.	This was the actual fees paid to investment managers for exceptional returns for the year ended 30 June 2018. This fee will vary depending on the actual performance during 2018/19. It is not deducted directly from your account, and will reduce your investment return.

<sup>1</sup> You should be aware that there are other fees and costs for specific services - refer to the "Additional Explanation of Fees and Costs" section of the Member Guide.

<sup>2</sup> Calculated based on various estimates as well as information contained in the 30 June 2018 financial statements. Actual costs may vary from year to year.

Please note that compared to the prior disclosure of the Indirect cost ratio, this cost now includes additional items as required by law from 30 September 2017.

**It is important to note that these are not new or additional costs but are simply additional disclosure of existing fees and costs relating to your investment option.**

For definitions of these fees and costs, refer to [nationwidesuper.com.au/fees](http://nationwidesuper.com.au/fees)

## Example of annual fees and costs

This table gives an example of how the fees and costs for the Diversified option can affect your superannuation investment over a one year period. You should use this table to compare this product with other superannuation products.

EXAMPLE - the Diversified option		BALANCE of \$50,000
Investment fee	Nil	For every \$50,000 you have in the Diversified option you will be charged \$0 each year
<b>PLUS</b> Administration fees	\$130 (\$2.50 per week)	<b>And</b> , you will be charged \$130 in administration fees regardless of your balance
<b>PLUS</b> Indirect costs for the Diversified product	1.63%	<b>And</b> , indirect costs of \$815 each year will be deducted from your investment, which includes \$156 in estimated performance fees
EQUALS Cost of Nationwide Super		If your balance was \$50,000, then for that year you will be charged fees of \$945 for the Nationwide MySuper option

Note: \*Additional fees may apply. And, if you leave Nationwide Super, you may also be charged an exit fee of \$70.

## Additional explanation of fees and costs

- Keep in mind that the level of fees and costs can change. Where there is an increase in fees, Nationwide Super will give at least 30 days prior written notice, as required by law.
- Fees are generally adjusted each year to reflect inflation.
- Family law fees apply – see table below.

Family Law Fees	Amount	How and when paid
<i>Information Request</i> The fee charged when an eligible person requests information under the Family Law Act.	\$52	Payable by the information requestor by cheque/ money order at the time of the request.
<i>Account Splitting Fee</i> The fee charged to effect a Family Law splitting order/agreement.	\$103	Deducted from your account balance at the time of request.
<i>Payment Flagging Agreement</i> The fee charged when parties wish to enter a payment flagging agreement to defer the splitting of a superannuation interest.	Nil	N/A

- Additional underlying investment related costs apply for the Diversified investment option, which impact on the available investment returns, including:

Nationwide Super - Diversified investment option	
Transactional costs (for 2016/17)	0.09%
Estimated Buy/Sell spread	0.15%
Estimated borrowing costs	0.05%

## Other investment options

The indirect cost ratio, performance fees and other underlying investment costs impacting on available investment returns for the other investment options of Nationwide Super are as follows:

Investment option	Indirect cost ratio	Indirect cost ratio – Performance fees	Estimated Transactional costs	Estimated Buy-Sell spread	Estimated borrowing costs
Cash	0.74%	Nil	Nil	Nil	Nil
Prudent	1.04%	0.12%	0.06%	0.11%	0.03%
SRI/Ethical	1.29%	0.26%	0.13%	0.10%	0.05%
High Growth	1.24%	0.28%	0.09%	0.17%	0.06%

## Advice fees

Nationwide Super does not pay commissions to planners. However if you choose to have a financial plan prepared in relation to your Nationwide Super account, a fee may be paid from your account. Refer to the financial planner's Statement of Advice for details of these fees.

## Protecting Your Super reforms

### Proposed from 1 July 2019 (not yet law at the date of this Guide)

The government is proposing to introduce a range of measures from 1 July 2019, designed to further protect super balances from being excessively reduced by fees and insurance premiums, including:

- A 3% annual cap on fees charged by super funds on accounts with balances below \$6,000.
- Removing exit fees charged on super accounts.

## 3. How super is taxed

Tax rules that apply to super can be complicated. The following information is an overview of the tax treatment of super and represents the Trustee's understanding of tax law as at the date of this Guide. You should seek professional taxation or financial advice to understand the impact of tax upon your super.

For more information visit the ATO website at [www.ato.gov.au/individuals](http://www.ato.gov.au/individuals) or call the ATO Call Centre - Superannuation Enquiries on 13 10 20.

### Your Tax File Number (TFN)

Under the *Superannuation Industry (Supervision) Act 1993*, Nationwide Super is authorised to collect, use and disclose your Tax File Number (TFN).

Nationwide Super may disclose your TFN to another superannuation provider, when your benefits are being transferred, unless you request in writing that your TFN not be disclosed to any other superannuation provider.

Declining to quote your TFN to Nationwide Super is not an offence. However giving your TFN to us will have the following advantages:

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

Nationwide Super may use your TFN to search for super benefits held by you with Nationwide Super, other super funds and the ATO, with your consent, to help you find and consolidate super that you may have forgotten about. To request a search for your super benefits, contact the Nationwide Super team to provide your consent for us to use your TFN for this purpose.

### How to provide your TFN

Your employer has likely provided your TFN to us, however you should confirm that we have your TFN by checking your most recent annual super statement (located on the top of the front page) or by calling the Nationwide Super team on 1800 025 241. You can provide Nationwide Super with your TFN by one of the following methods:

- Log into your Nationwide Super account and update your personal details at [nationwidesuper.com.au/login](http://nationwidesuper.com.au/login);
- Complete and return a *TFN Notification* form to Nationwide Super; or
- Call the Nationwide Super team on 1800 025 241.

Your TFN will be treated in confidence in accordance with Nationwide Super's Privacy Policy.

### Tax on contributions

#### Employer (concessional) contributions

Government contributions tax of 15% applies to all concessional contributions made to Nationwide Super, including employer, salary sacrifice and personal deductible contributions that are within the concessional contribution cap.

Additional Division 293 tax of 15% is payable by those earning more than \$250,000 in annual income (including concessional super contributions) on concessional contributions. This effectively reduces the tax concession on their super contributions from 30% to 15% (excluding Medicare Levy).

If you have not provided your TFN to Nationwide Super, additional No TFN tax of 32% applies to any concessional contributions paid to your Nationwide Super account. When you provide your TFN to us, we can refund any No TFN tax you have paid within the last three years.

The government pays a low income super tax offset of up to \$500 per financial year to employees or business owners who earn less than \$37,000 per annum.

This tax offset refunds an eligible member's 15% contributions tax and is automatically paid to your super fund by the ATO.

#### Personal (non-concessional) contributions

No contributions tax applies to personal (non-concessional) contributions made to Nationwide Super that are within the non-concessional contribution cap.

#### Rollovers

Generally, tax is not paid on super benefits rolled over from one super fund to another, unless the amount rolled over contains an untaxed component (generally a termination payment from an employer or a payment from certain super funds for government employees). A contributions tax of 15% is applied to any untaxed component received in a rollover.

#### Superannuation surcharge

The superannuation surcharge was a surcharge tax on certain contributions paid for high income earners made between 20 August 1996 and 1 July 2005. Assessments and adjustments to previous years may still be issued by the ATO.



## Tax on investment earnings

Nationwide Super's investment earnings are taxed at a maximum rate of 15%, including capital gains tax which in some circumstances may be discounted to a rate of 10%.

The actual tax payable may be lower than 15%, as imputation credits from share dividends reduces tax payable on Nationwide Super's investment earnings.

The final amount of investment earnings that is applied to your Nationwide Super account each year is calculated on an after-tax basis.

### Tax rebate on fees and premiums

Nationwide Super receives a tax deduction for certain fees and costs paid by members. You will partly benefit from this via a 15% tax rebate on your insurance premiums and any additional service fees, credited to your Nationwide Super account on a monthly basis.

## Tax on withdrawals

### Tax on lump sum withdrawals

You may have to pay tax when you withdraw money from Nationwide Super. The amount of tax will depend on your circumstances, including your age:

Age	Tax Payable on Lump Sum Withdrawals	
	Tax-free Component	Taxable Component
Under 55 <sup>1</sup>	Not subject to tax	20% plus Medicare Levy
55 <sup>2</sup> - 59		First \$205,000 <sup>2</sup> - 0% Balance over \$205,000 - 15% plus Medicare Levy
60 & over		Not subject to tax

<sup>1</sup> For those born from 1 July 1960, age 55 is replaced with your relevant preservation age (see table on page 7).

<sup>2</sup> This is the amount for the 2018/19 financial year and is indexed annually.

### Tax on Departing Australia Superannuation Payments

Eligible temporary residents who have worked in Australia and accumulated super can access their super benefits by applying for a departing Australia superannuation payment (DASP) once their visa has expired or been cancelled.

Generally these payments have tax of 35% deducted from the payment amount before it is paid, however a higher tax rate of 65% applies for 'working holiday makers' who held a Working Holiday visa (subclass 417) or a Work and Holiday visa (subclass 462).

### Tax components

Your super benefit is made up of two different tax components. The tax-free and taxable components are generally made up of the following contribution types:

Tax-free Component	Taxable Component
Non-concessional contributions (i.e. after-tax personal contributions)	Concessional contributions (e.g. employer and salary sacrifice contributions)

When lump sum withdrawals are paid to you, you are not able to specify the proportion in which the tax components are paid out, meaning all tax components will be paid out in proportion to the taxable and tax-free components of your super benefit.

## Tax on death and disability benefits

### Tax payable by beneficiaries

Tax payable on death benefits depends on individual circumstances. We recommend that you seek licensed financial advice about how tax would apply to you and your beneficiaries.

Death benefits paid to dependants\* are tax-free. If paid to a non-dependant, the taxable component of the lump sum benefit is taxed at 15% plus Medicare Levy for the taxed element and 30% plus Medicare Levy for any untaxed element. An untaxed element may occur where the death benefit is sourced wholly or partly from insurance proceeds.

Any death benefits paid to your spouse, former spouse or child (of any age) may additionally include an anti-detriment payment. An anti-detriment payment broadly represents a refund of the 15% contributions tax paid by the deceased member during their lifetime.

The government has abolished anti-detriment payments from 1 July 2017. See Death & Super section on page 8.

\*To be considered a dependant for a death benefit, under taxation legislation you must be one of the following:

- A surviving spouse or de facto spouse (including a same-sex spouse);
- An ex-spouse;
- A child of the deceased who is under 18 years of age;
- Any person who is financially dependent at the time of death or at the time of the payment of the death benefit; or
- Any person who has an interdependency relationship with the deceased.

Financially dependent on the deceased means the deceased member contributed necessary financial support to maintain the dependant. Children over 18 years of age must be financially dependent on the deceased member to qualify as dependants.

An interdependency relationship is generally a close personal relationship between two people who live together, where one or both provides financial, domestic and personal support to the other.

### Tax on TPD benefits

Any total and permanent disability (TPD) benefit paid to you when you are under age 60 will have an additional tax-free amount applied, on top of any existing tax-free component. The additional tax-free amount is calculated based on the period from your date of disability to your normal retirement date (usually 65 years of age). Nationwide Super will provide details of the tax that will apply to your benefit in the event that you become eligible to claim a TPD benefit.

### Tax on terminal illness benefits

Any benefits paid to you where you have been diagnosed as suffering from a terminal illness will be tax-free, where you withdraw the benefits during the period covered by your medical certificates.

## 4. How to open an account

The following will get you started in order to join the Nationwide Super Personal Division:

1. Read the PDS and the other important information referred to in the PDS
2. Complete the *Application Form* available from [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms)
3. You can choose your preferred investment and insurance options on the *Application Form*
4. You can then start to make regular and/or one-off payments into your Nationwide Super account
5. If you have money in other super funds, you can roll them into Nationwide Super by calling the Nationwide Super team on 1800 025 241, by submitting an online request to 'consolidate super' by logging into your account at [nationwidesuper.com.au/login](http://nationwidesuper.com.au/login) or by completing a *Rollover Request* form available from [nationwidesuper.com.au/forms](http://nationwidesuper.com.au/forms)

### Keeping in touch

You can contact the Nationwide Super team on 1800 025 241 (toll-free anywhere in Australia except from mobile phones) or (02) 8571 6855 from 8.30am to 5.00pm (Australian Eastern Standard Time), Monday to Friday (excluding NSW Public Holidays).

You can find out more about Nationwide Super, your account and options available to you by contacting the Nationwide Super team or visiting the Nationwide Super website at [nationwidesuper.com.au](http://nationwidesuper.com.au)

### Education and communication

As a member of Nationwide Super you will receive:

- The option to register for MemberAccess with Nationwide Super, to allow you to view your account balance and transactions, apply for insurance, update your contact details and investment options and nominate your preferred beneficiaries;
- An annual super statement about your Nationwide Super account, which will give you details of all contributions or transfers paid to your account, investment earnings, as well as any taxes, fees or costs deducted;
- Access to an Annual Report and range of member communications; and
- Other information on request, including Nationwide Super's Privacy Policy, full audited financial information and Nationwide Super's Governing Rules (Trust Deed).

We send important information like statements and letters electronically (unless you opt-out), instead of mailing printed versions. We will notify you via email whenever correspondence is available to view from your online MemberAccess account. You can change your communication preferences (including opting out of receiving electronic communications) via the 'Personal Details' tab within MemberAccess or by contacting us.

Please ensure Nationwide Super has all your current personal details including your full name, date of birth, Tax File Number (TFN), email address, home and mobile phone numbers and residential and postal addresses. This will ensure you receive your annual super statement, as well as the latest news and updates on Nationwide Super including details of the benefits on offer to

you and promotions that Nationwide Super may be running. From time to time, Nationwide Super may send you information about products and services that other companies may offer to Nationwide Super members. If you do not want Nationwide Super to send information about third-party products and services, please contact the Nationwide Super team.

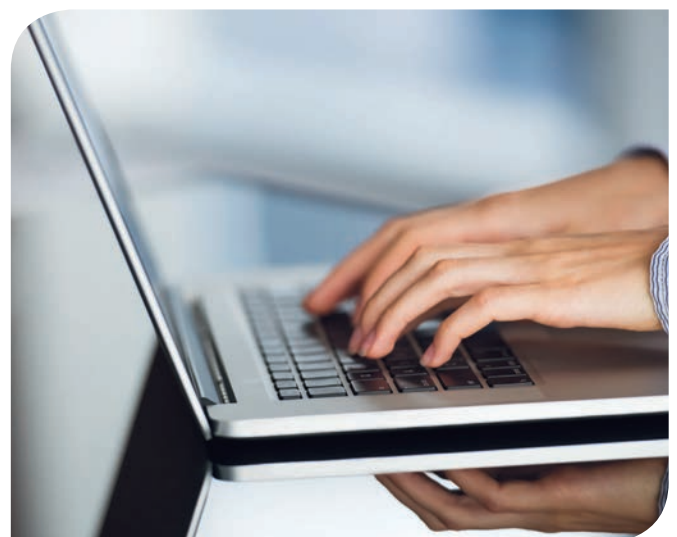
### Super Adviser service

As a Nationwide Super member, you can get help with making decisions about your super from a Super Adviser over the phone. They can help you choose the right options for your particular circumstances and help get your super on track for retirement. Because Nationwide Super wants its members to make good decisions about super, we will pay for the first piece of advice you receive.

Refer to [nationwidesuper.com.au/moneysolutions](http://nationwidesuper.com.au/moneysolutions) for further information.

*The financial advice service available for Nationwide Super members will be provided by Link Advice Pty Ltd, AFSL 258145. Neither Link Advice Pty Ltd nor its employees are representatives of NSF Nominees Pty Ltd, the Trustee of Nationwide Super. No commissions are paid by any party to any other party, for referring Nationwide Super members to Link Advice Pty Ltd. NSF Nominees Pty Ltd does not accept liability for any loss or damage incurred by anyone using Link Advice products or services.*

*Nationwide Super will pay for the first piece of advice you receive on a single super issue.*



## Expert service providers

As at 1 July 2018, the following entities have been selected to provide expert services to Nationwide Super:

### Administrator and Consultant

PSI Superannuation Management Pty Limited  
ABN 93 003 422 320

### Advice Provider

Link Advice Pty Ltd  
ABN 36 105 811 836, AFSL 258145

### Auditor

PricewaterhouseCoopers (PwC)

### Internal Auditor

Ernst & Young

### Custodian

National Australia Bank (NAB Asset Servicing)

### Group Life Insurer

The Colonial Mutual Life Assurance Society Limited  
ABN 12 004 021 809, AFSL 235035

### Legal Advisers

Thomson Geer  
Moray & Agnew  
Mullane & Lindsay Solicitors

### Asset Consultant

Mercer Investments (Australia) Ltd  
ABN 66 008 612 397, AFSL 244385

The trustee is not associated with any of these organisations.



## Complaints

You should contact the Nationwide Super team if you have any concerns or complaints. Nationwide Super has an internal complaints handling process that will attempt to deal with your complaint about Nationwide Super's operation or management quickly, fairly and efficiently.

You can make a complaint either verbally (by telephone or in person), or in writing (by letter, fax, email or Nationwide Super's Complaint Form). Our contact details are:

Phone: 1800 025 241

Fax: 1800 839 774

Email: [enquiries@nationwidesuper.com.au](mailto:enquiries@nationwidesuper.com.au)

Write to: Complaints Officer, PO Box 541 Charlestown NSW 2290

You may be asked to put the details of your complaint in writing, to ensure that all facts of the complaint are confirmed. We are able to provide assistance to help you write your complaint if necessary.

If you have a complaint about any financial advice that you have received relating to your Nationwide Super account, you should refer to the Financial Services Guide issued by the advice provider, for details on how to make a complaint to them directly.

### How your complaint will be handled

We recognise that complaints provide the opportunity to improve the quality of the products, services and processes of Nationwide Super and have fostered the following member-focused approach to handling complaints:

- You will not be charged a fee for lodging a complaint;
- Each complaint will be addressed in an equitable and unbiased manner;
- Investigations of a complaint will always be objective;
- You will be treated courteously and be kept informed of the process of your complaint;
- You will be informed of the outcome of the complaint and the reason for this outcome; and
- Your personal information will be handled in accordance with the Nationwide Super Privacy Policy.

### If you are not happy with the outcome

If you are not satisfied with our response to your complaint or we have not made a decision within 90 days, you may take your complaint to the Superannuation Complaints Tribunal (SCT).



The SCT is only able to deal with a complaint after you have first approached Nationwide Super about the complaint and we have had 90 days to consider it, or unless you believe that Nationwide Super does not intend to deal with your complaint.

The contact details for the SCT are:

Phone: 1300 884 114

Website: [www.sct.gov.au](http://www.sct.gov.au)

Email: [info@sct.gov.au](mailto:info@sct.gov.au)

Write to: Locked Bag 3060 Melbourne VIC 3001

Visit: Level 7, 120 Collins St Melbourne VIC

Please note that time limits apply to some types of complaints that can be lodged with the SCT.

## Your privacy

Nationwide Super is committed to protecting the privacy of its members. Any personal information provided to us or our authorised service providers (including the administrator of Nationwide Super) is held securely and in compliance with the Nationwide Super Privacy Policy.

*This is a joint privacy notice issued by the Trustee, NSF Nominees Pty Limited, and the Administrator, PSI Superannuation Management Pty Limited, of Nationwide Super.*

## Collection of your personal information

We collect personal information about you so that we can admit you as a member of Nationwide Super and provide you with services and benefits in connection with your membership of Nationwide Super.

If you are an employer-sponsored member, we also collect personal information about you from your employer.

If we do not collect your personal information, we may be unable to admit you as a member of Nationwide Super or provide you with these services and benefits.

## Disclosure of your personal information

We may disclose your personal information to third parties, such as the fund's Administrator or insurer and organisations who provide services to us in connection with your membership of Nationwide Super. We may also disclose your personal information to regulatory bodies such as the Australian Taxation Office, where this is required by law. These third parties may send your personal information to their related entities and service providers located in countries outside of Australia. If they do this they are obliged to make sure there are arrangements in place to protect your information.

## Our Privacy Policy

Our Privacy Policy sets out our approach to the management of personal information. Subject to the Privacy Act 1998 (Cth), you can have access to and seek correction of your personal information. Our Privacy Policy contains information about how you can do this. Our Privacy Policy also contains information about how you can make a complaint about a breach of privacy. You can obtain a copy of our Privacy Policy by contacting Nationwide Super or visiting our website at [nationwidesuper.com.au/privacy](http://nationwidesuper.com.au/privacy).

## Marketing

The Trustee may use your personal information to let you know about products and services, including those of third parties, that the Trustee thinks may be of interest to you. However, you may opt out of receiving marketing information at any time by contacting Nationwide Super. For more information, see the Trustee's Privacy Policy.

The information in this document forms part of the Nationwide Super PDS dated 30 September 2017 issued by NSF Nominees Pty Limited (ABN 29 053 228 667, AFSL 253129), the trustee of the Nationwide Superannuation Fund (ABN 15 201 768 813).

You may access the other parts of the Nationwide Super PDS at [nationwidesuper.com.au/PDS](http://nationwidesuper.com.au/PDS) or by calling Nationwide Super on 1800 025 241.

This document contains general information only and has been prepared without taking into account your financial objectives, situation or needs. It may, therefore, not be right for you. Before you make any investment decision, we suggest you consult Nationwide Super's PDS and/or seek licensed financial advice.

At the time of compilation, the information contained in this document is correct and any estimates, opinions, conclusions or recommendations are reasonably held or made. Subsequent events may mean that the information becomes out-of-date and so, to the maximum extent permitted by law, we disclaim all liability and responsibility for any direct or indirect loss or damage which may be suffered by any recipient through relying on anything contained in or omitted from this document.



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P 1800 025 241 E [enquiries@nationwidesuper.com.au](mailto:enquiries@nationwidesuper.com.au)  
W [nationwidesuper.com.au](http://nationwidesuper.com.au)