

1 October 2020

Super Guide

[iQ Super – Employer by Russell Investments](#)

[iQ Super – For Life by Russell Investments](#)

[iQ Super – Business by Russell Investments](#)

[iQ Super – Employer by Russell Investments \(closed categories, including defined benefit\)](#)

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The information in this document forms part of the Product Disclosure Statements (PDS) for iQ Super dated 1 October 2020. This document provides additional general information for members in a Closed Category or Division in addition to the Super Facts Member Booklet. This document is produced by the Trustee of the Russell Investments Master Trust (Fund, Plan or iQ Super), Total Risk Management Pty Ltd (Trustee), ABN 62 008 644 353. The Trustee's Australian Financial Services Licence (AFSL) number is 238790. The Russell Investments Master Trust ABN is 89 384 753 567. The information in the PDS is correct at the time of publication of each document comprising the PDS. However, the information may change from time to time and if there is a material change to any of the information in any document, the Trustee will issue an updated document. However, if the change is not materially adverse to members, the Trustee may instead provide the updated information to members via the website russellinvestments.com.au/trusteerequireddisclosure. A paper copy of this information will be sent to any member, free of charge on request. SS_PDS_IBR_SuperGuide_V1F_2010

1. How superannuation works

The following information is incorporated into section 2 of the Product Disclosure Statement (PDS).

For members in a Closed Category or Division, the following information is in addition to the Super Facts you received when you joined the Fund.

Your Plan complies with MySuper legislation and is authorised to accept contributions.

If you are in a Closed Category or Division, which means it is no longer open to new entrants, you have previously been advised if your Plan is MySuper compliant and authorised to accept MySuper contributions.

iQ Super Divisions

iQ Super has several different divisions. These divisions include:

Division / Product Disclosure Statement	Features
iQ Super – Employer	Employer-sponsored division.
iQ Super – Employer for Division Two and Three for CSR, Holcim and Wilmar	To remain in this division, you will need to remain with the employer who has sponsored the Plan.
iQ Super – Business	Employer-sponsored division. To remain in this division, you will need to remain with the employer who contributes to iQ Super – Business.
iQ Super – For Life	Choice product. Available for anyone to join. If you are a member of an employer-sponsored division you will be transferred to iQ Super – For Life when you leave your employer.
iQ Super – Retained	If you are a member of iQ Super – Employer Division Two or Three you will be transferred to this division when you leave your employer.
iQ Retirement	A flexible way to make the most of your money in the years leading up to retirement, and importantly, maximise your savings once retired.

To find out what division you are in refer to your PDS, Welcome letter or Annual Statement.

Important note for members in a Closed Category or Division ONLY

If you are in a Closed Category or Division, we do not generate a new Product Disclosure Statement each year. It is important to note that some features in iQ Super – Employer vary from employer to employer. The Super Facts you received when you joined contains information about the features that are relevant to your Plan only, such as the availability of investment choice and insurance, and how your benefit is calculated. Please ensure you review your Super Facts member booklet in conjunction with this Super Guide.

Contributing to the Fund

Types of contributions

<p>Concessional (before-tax) contributions include superannuation guarantee, employer and salary sacrifice contributions</p>	<p>Concessional (before-tax) contributions are those made from your pay before income tax is calculated and deducted. This lowers your taxable income and may have income tax advantages, depending on your circumstances. Concessional contributions include superannuation guarantee, employer, salary sacrifice contributions and any insurance fees and/or administration fees paid on your behalf by your employer. To find out more about concessional contributions, log into your online account click on Quotation – concessional contributions.</p> <p>You should be aware of the following regulations about making before-tax contributions:</p> <ul style="list-style-type: none"> • Before-tax contributions are subject to a government limit. • Any before-tax contributions you make in excess of the limit will count towards your after-tax contributions limit for that financial year. Contributions in excess of the limit will be taxed at your marginal rate plus Medicare levy plus any applicable excess concessional contribution charge. • A 15% contributions tax is deducted from all before-tax contributions made to your account. If you do not provide the Fund with your tax file number (TFN), all before-tax contributions will be taxed at the top marginal rate plus Medicare levy. • From age 65 you must be working on at least a part-time basis (i.e. you have worked for at least 40 hours in a period of not more than 30 consecutive days in the current financial year) to make voluntary before-tax contributions. Employers are required to pay superannuation guarantee contributions for eligible employees. • We cannot accept contributions for you after age 75 unless they are superannuation guarantee contributions or contributions required by an award or industrial agreement.
<p>Non-concessional (after-tax) contributions</p>	<p>Non-concessional (after-tax) contributions are made from your pay after income tax has been deducted (or from your personal savings). You should be aware of the following regulations about making after-tax contributions:</p> <ul style="list-style-type: none"> • After-tax contributions are subject to a government limit¹. • If you exceed the contribution limit, excess contributions will be taxed at the top marginal rate plus Medicare levy. • If you are under age 65, you do not need to be employed to make after-tax contributions. From age 65, you can continue to make after-tax contributions until you turn 75, provided you are working on at least a part-time basis. • You cannot make after-tax contributions unless you have provided the Fund with your TFN.
<p>Government co-contributions</p>	<p>If your total income is below the relevant threshold and you make after-tax contributions, the Government will match your contributions with a co-contribution¹. If you are eligible to receive co-contributions, the Government will provide the contribution directly to your account.</p>
<p>Transfers from other superannuation funds</p>	<p>You can transfer money from other superannuation funds to your account at any time. By consolidating your superannuation into one account, you can avoid paying multiple account keeping fees and you'll only receive one set of paperwork. Please return a completed Rollover Form and we will contact the other superannuation fund on your behalf. You can also complete this form online by logging onto your account.</p>

1. For more information on contribution limits and the co-contribution amount including the current threshold, visit russellinvestments.com.au/rates.

Types of contributions

It is important to know what types of contributions you can make and any implications of making these contributions. The rules depend on the type of Plan you are in. If you are in a Closed Category or Division, please refer to your Super Facts.

Employer contributions

The Superannuation Guarantee (SG) rate is 9.5% of Ordinary Time Earnings (OTE) from 1 July 2014 and will remain the same until 30 June 2021.

Generally, your employer contributes an amount of 9.5% of Ordinary Time Earnings (within the meaning of the applicable Superannuation Guarantee legislation) unless you have made alternative arrangements with your employer. If special arrangements apply to you, these were advised to you at the time you joined the Plan and, where relevant, are detailed in your Product Disclosure Statement. These contributions, including returns from your investment options, less contributions tax, go into your Employer Account.

Member contributions

To build your superannuation faster you can choose to make voluntary member contributions. These may either be from your after-tax pay or, if your employer allows and with prior approval, from your before-tax pay.

Spouse contributions

A spouse contribution is an after-tax contribution to a superannuation account held in your spouse's name. In other words, you're investing money into your spouse's superannuation account rather than your own. And, as the contributor, you may get a tax rebate. To see the current tax rebate for spouse contributions, visit russellinvestments.com.au/rates.

For the current eligibility requirements for tax offset/rebate please refer to the Australian Taxation Office (ATO) website. To claim the tax offset, you need to complete the superannuation contributions on behalf of your spouse question in the supplementary section of your tax return. You also need to complete Spouse details – married or de facto in your tax return.

Contribution limits

All contributions are subject to contribution limits and may result in payment of additional tax. To see the current contribution limits, visit russellinvestments.com.au/rates.

- **Concessional (before-tax) Contribution Limit:**

If you exceed your Concessional Contribution limit, excess contributions will be taxed at your marginal rate plus Medicare levy plus any applicable excess concessional contribution charge. These excess Concessional Contributions will also count towards your Non-Concessional Contribution limit. You are able to elect to have the excess contributions released from the Fund to avoid having them count towards the Non-Concessional Contribution limit.

- **Non-concessional (after-tax) Contribution Limit:**

If you exceed your Non-Concessional Contribution limit, excess contributions will be taxed at the top marginal rate plus Medicare levy.

For online fact sheets that provide detailed information about contributions and contribution limits, go to russellinvestments.com.au/factsheets.

We make it easy to monitor your contributions. You can check your total Concessional and Non-Concessional Contributions for the financial year at any time by logging into your online account.

If you are a Defined Benefit member, your concessional contributions are calculated using a special formula set by the Fund's actuary in accordance with legislation. For further details please see your Super Facts and go to russellinvestments.com.au/factsheets and see the Concessional contribution limits for defined benefit members fact sheet.

Making contributions

Member contributions

BPAY®

Using BPAY® you can make after-tax contribution 24 hours a day, 7 days a week.



Member Post - tax contributions

Billers Code: 646596

Reference No: Your unique customer reference number used for BPAY®

The unique customer reference number used for BPAY® will be sent to you when you join the Plan and available on your Annual Statement. You can also visit russellinvestments.com.au/super or call us to get this number.

Cheque

Contributions can also be made by cheque with the Contribution by Cheque Form. You can find the form by visiting russellinvestments.com.au/forms.

Employer contributions

If you joined the Fund via the default superannuation fund arrangements with your employer, your employer will contribute to the Plan automatically. In all other circumstances, your employer can make contributions for you in the following ways:

Via clearing house

Employers can make superannuation contributions into the fund via any clearing house provider

Fund name: Russell Investments Master Trust

ABN: 89 384 753 567

USI: TRM0001AU

Via BPAY®



Member Pre - tax contributions

Billers Code: 279026

Member Post - tax contributions

Billers Code: 646596

Company contributions

Billers Code: 279034

Company other contributions

Billers Code: 279042

Reference No: Your unique customer reference number used for BPAY®

The unique customer reference number used for BPAY® will be sent to you when you join the Plan and available on your Annual Statement. You can also visit russellinvestments.com.au/super or call us to get this number.

© Registered to BPAY Pty Ltd ABN 69 079 137 518.

Contributions splitting

We allow you to split some (but not all) superannuation contributions with your spouse (including a de facto spouse of the same or different sex). Offering contribution splitting to members is not a legal requirement – it's up to each superannuation fund to decide whether it will be offered. However, legislation regulates when and how much of your contributions can be split. Once you split contributions with your spouse, these become the property of your spouse and cannot be transferred back to you.

In any given financial year, you are able to split: 85% of your employer (SG); and/or 85% of any salary sacrifice contributions.

You cannot split:

- After-tax contributions (including government co-contributions);
- Contributions used to fund defined benefits; and
- Existing superannuation account balances or rollovers from other funds.

Remember contributions that you split with your spouse will still count towards your own contribution limits.

Each financial year (1 July – 30 June) you are able to split contributions which were made in the previous financial year. If you do not apply to split the previous year's contributions before 30 June, you will lose the ability to split those contributions. Contributions may not be split before the end of the financial year in which they were made, unless you intend to leave the Plan. In this case, you will be able to split any contributions that are eligible to be split before you exit. Once your benefit has been rolled over to another superannuation fund, you will lose the ability to split contributions made to the Plan.

Rollovers

You can choose to transfer (roll over) money from other superannuation funds into the Plan. This makes it easier to control your super and potentially saves you multiple account-keeping fees.

You can rollover your superannuation in the following ways:

Via our website

Login to your account and go to the 'Find and Combine' section to complete our online form. The results will be displayed immediately and you can consolidate on the spot.

Via a Rollover Form

By completing a Rollover Form available at russellinvestments.com.au/forms. Any rollovers you bring into the Plan, together with investment returns, go into your Rollover Account.

Choice of Fund (COF) – Choose where your future contributions are paid

Choice of Fund (COF) enables you to choose where your future superannuation contributions are paid. Before making a choice, you should review your current benefits in the Plan, as some of your employer funded benefits (if applicable) will not be available in another fund. We recommend that in addition to reviewing the benefits available in the Plan you also speak to a licensed financial adviser.

If you are in the Employer Division, your employer has nominated this as your default fund. This means an account will be established upon starting employment and your contributions will automatically be paid into this account. If you do not wish to have your future contributions paid to this super account, you will need to complete the Choice of Fund Form issued by your employer or available online. When the completed form and required documentation is received, your contributions will be made to your chosen fund as soon as practicable.

In the Employer Division, you may receive a fee rebate on your account balance, this may not be available in another fund. In most instances, if you elect COF, your current benefit entitlement along with your insured benefits, will be transferred to the iQ Super – For Life Division as if you had left employment. If your balance becomes insufficient to pay insurance premiums, your cover will be cancelled.

COF and Portability are not directly related. If you would like to elect COF for your future contributions and transfer your current account balance to your chosen fund, you should refer to the Portability section (below).

If you are a member of iQ Super – Retained, you can continue to make contributions to the Fund by completing a Choosing Russell Investments Form and giving it to your new employer.

If you choose a fund other than iQ Super to receive your employer superannuation contributions the following applies:

Division	Account balance	What happens to my insured benefits?
iQ Super – Employer iQ Super – Business	<p>iQ Super Employer and Business - as iQ Super is your employer nominated default fund, an account will be established upon starting employment and your contributions will automatically be paid into this account.</p> <p>If you elect COF, your account balance will be transferred to iQ Super – For Life.</p>	<p>Transferred to iQ Super – For Life.</p> <p>Important note: If you currently receive a fee rebate on your account balance, this may not be available in another fund. In most instances, if you elect COF, your current benefit entitlement along with your insured benefits, will be transferred to iQ Super – For Life. Your cover will be cancelled if your balance cannot cover the insurance premiums.</p> <p>Special rules may apply which are specific to your employer. To find out more information, please refer to your Insurance, Fees and Costs Guide or for members in a Closed Category or Division, please refer to your Super Facts.</p>
iQ Super – Employer Divisions Two or Three	<p>As iQ Super is your chosen fund, an account will be established upon starting employment and your contributions will automatically be paid into this account.</p> <p>If you elect COF, your account balance will remain in Division Two or Three.</p>	<p>Remains in Division Two or Three.</p> <p>Important note: If you currently receive a fee rebate on your account balance, this may not be available in another fund. If you elect COF, you become an Inactive Member. The Trustee will continue to provide you with the level of Death Only or Death and Total & Permanent Disablement (TPD) insurance cover you had when you became an Inactive Member. You will not be able to apply for additional cover.</p> <p>Special rules may apply which are specific to your employer. To find out more information, please refer to your Insurance, Fees and Costs Guide.</p>

Division	Account balance	What happens to my insured benefits?
iQ Super – For Life	If you elect COF your current benefit remains in iQ Super – For Life.	Remains in iQ Super – For Life. Your cover will be cancelled if your balance cannot cover the insurance premiums.

Your employer's superannuation contributions

If you are receiving superannuation contributions from multiple employers, you are able to get those employers to pay your superannuation contributions to one account in the Plan.

All you need to do is complete a Choosing Russell Investments Form and give it to each of your employers.

Portability – Transfer your EXISTING account balance

You are able to transfer some or all of your current (accrued) account balance to another fund.

For Defined Benefit members, the rules depend on the type of Plan you are in. Please refer to your Super Facts to find out more information.

If you have not elected COF and your employer continues to contribute to your account, we may decline your transfer if you have made a similar transfer within the past 12 months. Before making this decision, you should review your current benefits (if any) in the Plan and should also consider speaking to a licensed financial adviser.

To transfer your current benefit, you will need to complete a Benefit Payment Direction Form which is available by logging into your online account via russellinvestments.com.au/super.

Eligible Rollover Fund

All superannuation funds are required by law to nominate an Eligible Rollover Fund (ERF) to which they will transfer account balances of 'lost' members. The ERF we have selected is SuperTrace Eligible Rollover Fund (SuperTrace).

Once we transfer your account balance to SuperTrace, the responsibility for managing your superannuation passes to the trustee of that fund. You'll need to contact SuperTrace if you want to access your money or transfer it somewhere else. We recommend you obtain and read a copy of the SuperTrace Product Disclosure Statement, as the investment strategy and fees are different to those in the Plan. Payments to the ERF are processed at least quarterly.

Contact details for SuperTrace are:

SuperTrace Eligible Rollover Fund
 Locked Bag 5429
 Parramatta NSW 2124
 Phone: 1300 788 750

Low balance management

Minimum balance

Unless you are a member of the Employer Division or Business Division, you must maintain a minimum balance of \$6,000. When your account balance becomes less than the minimum balance your account may be closed. It is your responsibility to manage your minimum balance within the Fund. If your balance is less than \$6,000 then your benefits may be transferred to the iQ Super – For Life Division. Your benefit will then be transferred to the ERF selected by us, the SuperTrace Eligible Rollover Fund (SuperTrace). Payments to the Eligible Rollover Fund are processed at least quarterly. We will communicate with you before transferring your benefit.

Inactive and low balance account management

Inactive for 16 months

In accordance with superannuation legislation, we are required to cancel your insurance cover if your account has been inactive (that is, if no contributions or rollovers have been received) for 16 months or more, unless you tell us that you want to keep your insurance cover.

If you wish to maintain your insurance cover in this account, you need to log in to your account and opt in to maintain your cover, under the Personal details section; or make a contribution into your account before it becomes inactive.

If you do not wish to maintain your insurance cover after making this election, you can cancel it at any time. Please call us for further assistance. You should be aware that if you cancel your insurance cover and subsequently wish to take out insurance cover again you may be required to complete an application form for insurance and also submit medical and other information in support of your application.

Inactive for 16 months and a balance less than \$6,000

If your super account is inactive and you have an account balance less than \$6,000, your super will automatically be transferred to the ATO. If you have such an account and it is transferred, we will send you an exit statement. You don't need to take any action, but you may want to take steps to 'activate' your account if you don't want your super to be transferred to the ATO.

If you have a super account balance of \$6,000 or less at 30 June each year or at the date you leave your super fund, your administration and investment fees will be capped at 3% p.a. of your account balance.

How to activate your account

You can 'activate' your account with a contribution (from your employer, or a personal or other after-tax contribution), by rolling over your other super or via a payment from the government like a co-contribution.

Members of iQ Super - Employer ONLY

It is important that you understand any eligibility and other conditions attached to your insurance. The rules depend on the type of Plan you are in. If you have any questions, you should contact us.

Types of insurance cover within iQ Super – Employer

In iQ Super – Employer, employers select the types of insurance cover for each category of membership within their employer plan. The insurance cover available to you is detailed in your Insurance, Fees and Costs Guide or for members in a Closed Category or Division, please refer to your Super Facts.

Type of insurance cover: Level of default cover and insurance fees

- Default Death only
- Default Death and Total & Permanent Disablement (TPD)
- Income Protection

The level of your default insurance cover is subject to legislative minimums and depends on your Plan, your eligibility when you join the Plan and your membership category. Please refer to your Insurance, Fees and Costs Guide or for members in a Closed Category or Division, please refer to your Super Facts for further details.

Your Annual Statement lists any insurance that you held at the end of the financial year and shows any insurance fees deducted from your account during the year.

Where you pay for your insurance cover, the cost will be deducted from your account on the last Friday of each month unless you cancel your insurance cover. Your cover will cease if you have insufficient funds in your account to meet the insurance fees.

Cancelling your insurance cover

You can cancel your insurance cover at any time by returning a completed Insurance Request Form which is available in the log in area of our website.

Changing insurance cover

You may be eligible to apply for additional Death Only insurance cover, Death and TPD insurance cover or Income Protection insurance cover. If eligible, you can apply by completing an Insurance Request Form which is available in the log in area of our website. Please check your Insurance, Fees and Costs Guide or for members in a Closed Category or Division, please check your Super Facts to see if you are eligible to apply for additional cover.

Withdrawing your superannuation

When can you withdraw your superannuation?

Most, if not all, of your superannuation is 'preserved' (i.e. inaccessible) until you meet one of the following criteria:

- Reaching your 'preservation age' and retiring (see table below);
- Finishing employment at or after age 60;
- Reaching age 65;
- Becoming totally and permanently disabled or permanently incapacitated;
- Becoming terminally ill or dying;
- Being a temporary resident and permanently leaving Australia; or
- Qualifying for release on the grounds of severe financial hardship or on compassionate grounds.

Your preservation age depends on the year you were born:

Your preservation age	
Before 1 July 1960	55
1 July 1960 – 30 June 1961	56
1 July 1961 – 30 June 1962	57
1 July 1962 – 30 June 1963	58
1 July 1963 – 30 June 1964	59
From 1 July 1964	60

What if you want to transfer your existing account balance?

You can choose to transfer some or all of your accrued benefit to another fund. Please refer to 'Portability'. Your superannuation (excluding any non-preserved amount) must be 'preserved' in a complying superannuation fund until you meet one of the criteria for withdrawal given above. For Defined Benefit members and members in a Closed Category or Division, the rules depend on the type of Plan you are in. Please refer to your Super Facts for more information.

What happens when you turn 65?

You can generally withdraw your superannuation as a lump sum or transfer it to a retirement income product, such as iQ Retirement by Russell Investments but you may be required to maintain a minimum balance in your current account – see 'Portability'. You can remain in iQ Super – Employer until you leave your employer. Once you have left iQ Super – Employer, you can keep your superannuation in iQ Super – For Life for as long as you wish. For Defined Benefit members and members in a Closed Category or Division, the rules depend on the type of Plan you are in. Please refer to your Super Facts for more information.

Temporary residents

If you are a temporary resident of Australia (excluding New Zealand citizens), have left Australia and your visa has expired or been cancelled you may be eligible for a Departing Australia Superannuation Payment (DASP) from the Fund. The DASP is a payment of the superannuation money held in the Fund for you and is subject to specific taxation when it is paid. You can apply online via the Australian Taxation Office (ATO) website at ato.gov.au/individuals/super. When applying online, the ATO can confirm your immigration status free of charge. Alternatively, you can also apply using a paper form available from the ATO website.

If you do not claim your benefit from the Fund within six months of leaving Australia and the expiration/cancellation of your visa, the Fund will be requested to pay it to the ATO who will hold your benefit until you claim it. The Trustee relies on ASIC relief and is not required to notify or give an exit statement to a non-resident where unclaimed superannuation must be paid to the Commissioner of Taxation.

Providing proof of identity

The security of your superannuation entitlements in the Fund is a key priority for the Trustee. The Fund has procedures in place to manage risks associated with fraud and other illegal activities. At times, these procedures may cause inconvenience to you. Please remember that they are being applied to protect your entitlements. In addition, under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, superannuation funds are required to have an anti-money laundering and counter-terrorism financing program in place. A key element of this program is customer identification and verification procedures. Typically, you will be required to provide proof of your identity before you withdraw benefits from the Fund or commence an income stream. As a result, some requested transactions cannot proceed until we receive and verify the necessary identification documents.

The Trustee does not accept liability for any loss you may incur as a result of circumstances such as a delay in payment of a benefit or commencement of an income stream where the delay arises from our need to comply with legislative requirements. We may be required to request additional customer identification or related information from you at other times. If we cannot obtain the requisite information from you, we may be unable to process your requested transaction. The Trustee must also report specified matters to the regulator, AUSTRAC, and this may include the provision of personal information about you. If this happens, the Trustee is not permitted to advise you that such a report has been made.

Withdrawals if your account balance is more than \$6,000

If you decide to leave the Fund and your benefits are preserved, you must transfer them to another complying superannuation fund.

You can make partial or full cash withdrawals from the Fund at any time, subject to government preservation requirements. The minimum cash withdrawal you can make is \$5,000. You need to leave at least \$6,000 in your account to keep it active (with the exception of iQ Super – Employer and iQ Super – Business members). If your withdrawal takes your account balance below \$6,000, you will need to close your account.

2. Nominating your beneficiary

You have the choice of who you wish to receive a death benefit, regardless of whether you have Death insurance cover or not:

- Trustee discretion via a 'non-binding beneficiary nomination'; or
- Member direction via a 'binding nomination'.

In terms of superannuation law, the people that you are able to nominate to receive your death benefit are:

- your spouse (including de facto of the same or different sex);
- your children (including step, adopted, and ex-nuptial children, or a child of your spouse);
- any person who is financially dependent on you;
- any person with whom you have an interdependency relationship including:
 - any person with whom you have a close personal relationship and live with, where one or both of you also provides ongoing financial support, domestic support and personal care; and
 - any person with whom you have a close personal relationship where, because of a disability, the above requirements of living together, financial support, domestic support and personal care are not able to be satisfied.

If you do not make a nomination, your benefit will be paid to your dependants or to your estate, as determined by the Trustee.

Non-binding beneficiary nomination

The Trustee makes the final decision on who will receive your benefit and is not required to pay it to your nominated beneficiaries. Superannuation law seeks to ensure that it is paid to people with whom you have a close personal relationship or who are financially dependent upon you. You can advise the Trustee of whom you want to receive the benefit by nominating your preferred beneficiaries. To do this you need to complete the Nomination of Beneficiaries Form or fill in the relevant section of the form you complete when joining the Plan.

The Trustee will consider your nomination before paying out the benefit, so it's important to keep your nomination up to date, and to pay attention to who qualifies as a dependant. It's a good idea to complete a new Nomination of Beneficiaries Form whenever your circumstances change (e.g. through marriage or divorce, or if you have a child). With a non-binding beneficiary nomination, the Trustee will consider your personal circumstances at the time of death in determining who receives your benefit.

Binding nomination

This type of nomination allows you to control, within certain parameters, who receives your death benefit. To make a valid binding nomination, you must complete the Nomination of Beneficiaries Form or fill in the relevant section of the form you complete when joining the Plan. In particular, you will need to:

- nominate individuals who satisfy one of the relationship criteria, or alternatively nominate 'your personal legal representative' or 'estate' if you wish your death benefit to be paid to your estate;
- ensure that the percentages allocated to the nominated individual(s) add up to 100%;
- sign and date the Nomination of Beneficiaries Form in the presence of two witnesses;
- have the form signed by two witnesses (who must be over 18 years of age and not be nominated as beneficiaries); and
- have these two witnesses complete the declaration in the form.

A binding nomination will remain in place for a period of three years from the date it was signed unless it is replaced, revoked or re-confirmed within this time. You can:

- replace or re-confirm your binding nomination via the same process used to make the original nomination (i.e. complete a new Nomination of Beneficiaries Form, including the witnessing process). If we receive a new Nomination of Beneficiaries Form, it will automatically replace any existing binding nomination held by us.
- revoke/cancel a binding nomination at any time and, if you wish to do so, replace it with a new binding nomination or a preferred beneficiary nomination. A revocation notice must be completed in the same way as your original Nomination of Beneficiaries Form (i.e. you must sign it in the presence of two witnesses who must each sign the declaration).

If you do not re-confirm, revoke or replace your binding nomination it will expire at the end of the three-year period and will be treated in the same way as a preferred beneficiary nomination (i.e. the Trustee will make the final decision about who will receive the benefit). If your binding nomination is valid at the date of your death, the Trustee is required to pay your death benefit in accordance with your instructions. You should be aware that a binding nomination will not necessarily become invalid in the event that your personal circumstances change. As such it is important you review your nomination regularly to ensure it remains up to date. You should note that the relationship between you and each of the nominated beneficiaries will not be investigated at the time of receipt of a binding nomination but will be validated at the date of death by the Trustee. In the event that a nominated beneficiary is not an eligible beneficiary under superannuation law at the date of death (e.g. is no longer financially dependent, has pre-deceased the member etc), then the whole binding nomination will be treated as invalid. An invalid binding nomination will be treated in the same way as a preferred beneficiary nomination.

3. Benefits of investing with iQ Super

The following information is incorporated into section 3 of the PDS.

For members in a Closed Category or Division, the following information is in addition to the Super Facts you received when you joined the Fund.

Features of iQ Super

Investing in iQ Super offers you a range of benefits:

- **GoalTracker program:** by telling us more about you, we can give you a clearer picture of where you're heading and help you set a meaningful retirement income goal that's right for you. And once you've set your goal, we can help you achieve it through a personalised investment strategy and engagement program built around you.
- **Investment choice and flexibility:** choose from 23 different options, including 'pre-mixed', 'personalised' or 'build-your-own' options. Switch your options any time.
- **Online access and E-communications:** view your account online, as well as fact sheets and planning tools at russellinvestments.com.au/super. If you or your employer provides us with your email address, you will be opted-in for e-communications. This means our letters and communications to you will be uploaded to your online account and you will receive an email notification when the document is available.
- **Help and advice:** we offer you multiple no-cost options to access guidance and advice on your super. If you need financial planning, we can refer you to a licensed financial adviser.
- **One Fund for life** – we make it easy to stay with the Fund as you change employers and when you retire.
- **Competitive insurance** – protect yourself and your family with insurance at a competitive cost.
- **Competitive fees** – we offer competitive fees and provide an actively managed solution, with access to sophisticated investment strategies utilised by the world's largest investors, and rated by third-parties.
- **Easy ways to contribute** – you or your employer can contribute directly into your superannuation account using BPAY®.

For Defined Benefit members, the investment rules, such as whether you have member investment choice, depend on the type of Plan you are in. Please refer to your Super Facts to find out more information.

Over-the-phone advice service

The Over-the-phone advice service offers personal advice tailored to your situation, so you can feel confident you are making the most of your superannuation. Our experts can provide straightforward answers to your superannuation questions:

- Is my superannuation invested in the right strategy;
- How can additional contributions maximise my superannuation;
- Is a transition to retirement strategy right for me; and
- Is my superannuation on track to let me live the way I want in retirement.

This service is provided at no cost to you and we will send you our recommendations in writing via email or a letter. Please call us if you would like advice about your superannuation.

Personal financial advice

We've partnered with senior financial planners who are committed to helping you meet your goals. So, if you need financial advice on your full financial picture, including investments outside of superannuation, we can put you in touch with an expert who can help.

The first consultation with an adviser will be provided at no cost to you. After that, any ongoing relationship and services are entirely up to you and your adviser on a fee for service basis.

A copy of the adviser's Financial Services Guide (FSG) will outline their basis for charging fees and the range of services they can provide. Please call us if you would like personal financial advice.

Leaving Service Benefit

If you leave the Fund for any reason other than Death or Total and Permanent Disablement (TPD), you will receive a Leaving Service Benefit. Your Leaving Service Benefit is the final balance of your Accounts in the Plan (i.e. your Employer Account, Voluntary Account and Rollover Account) on the date your benefit is paid.

Your benefit will be calculated as the number of units you hold multiplied by the unit price applicable on the date of payment. Any insured benefit entitlement would be paid in addition to this amount. For example, if you had 50,000 units and the unit price was \$1.50, you would get \$75,000 on leaving the Fund.

Leaving Service Benefit for Defined Benefit members

If you are a Defined Benefit member, your benefit will be calculated in accordance with the Plan rules applicable to your membership category. It is important to note that your Defined Benefit will stop accruing from the date you finish employment and will crystallise into a dollar amount. In the time it takes to process your benefit payment, this amount will accrue earnings either at the Australian Cash Portfolio rate or at the rate applicable to your plan. Please call us for more information on the rate that will apply to your benefit during the processing period.

If you request a benefit quote via our website after you have ceased employment and before the transfer to iQ Super – For Life Division, your benefit will likely be overstated because the defined benefit calculation will not yet have been finalised. To finalise the calculation, your employer is required to confirm your exit information including your final salary and your final contributions. You can request the earlier transfer or payment of your benefit by completing a Benefit Payment Direction Form available from our website. However, if the amount that can be released is restricted further, we have to process your benefit in two installments. Alternatively, you can choose to wait until we are able to process your entire benefit.

Special benefits and adjustments

If you have transferred from a previous fund or category or have been notified in the past that special arrangements apply to you, these are not described in detail in this document, but were explained at the time you transferred or were originally notified of your special arrangements.

All of the benefits described in this section may be reduced to allow for the impact of surcharge tax and any payments to a former spouse under the Family Law Act, where applicable.

What are the processing times and options for benefit payments?

Benefit payment processing times vary depending on how long it takes the Trustee to gather all information relevant to the calculation of your benefit. As there are several types of benefit payments that can typically be made by the Plan, we must receive a Benefit Payment Direction Form from you. This form will help you to provide all the necessary information about your benefit payment request. If we do not have all the required documentation or information, you will receive a request for further information.

When all the required documentation and information has been received, we will be able to process your benefit payment. We cannot take any action prior to this. Where we are dependent on the information we receive from your employer, we may not be able to finalise your benefit payment until some months after your termination date or Choice of Fund election. We are legally required to process any rollover / transfers to other superannuation funds within 3 business days once we have all the required information.

You can request the earlier transfer or payment of your benefit. However, in this situation, if we are not able to calculate your final benefit pending receipt of information from your employer, we will have to process your benefit in two instalments. Alternatively, you can elect to wait until we are able to process your entire benefit. Please call us if you have any questions about this process.

Leaving your employer

Division	What happens to my account balance?	What happens to my insured benefits?	How do I get my new employer to contribute?
iQ Super – Employer	It is transferred to iQ Super – For Life Division.	Your existing level of insurance cover will transfer on the day after you ceased employment. It will continue under a different insurance arrangement within the iQ Super – For Life Division. If you wish to increase your existing Income Protection cover to reflect future salary increases, you will need to apply to the insurer and provide evidence of your health. If your employer subsidised your insurance cover, you will now be responsible for paying the insurance fees.	Complete Choosing Russell Investments Form.
iQ Super – Business	It is transferred to iQ Super – For Life Division.	Your existing level of insurance cover will transfer and continue under a different insurance arrangement within iQ Super – For Life. If you wish to increase your existing Income Protection cover to reflect future salary increases, you will need to apply to the insurer and provide evidence of your health. If your employer subsidised your insurance cover, you will now be responsible for paying the insurance fees.	Complete Choosing Russell Investments Form.
iQ Super – For Life	No change.	No change.	Complete Choosing Russell Investments Form.

Division	What happens to my account balance?	What happens to my insured benefits?	How do I get my new employer to contribute?
iQ Super – Employer Divisions Two or Three	It is transferred to iQ Super – Retained.	Your existing level of insurance cover will transfer on the day after you ceased employment. It will continue under a different insurance arrangement within iQ Super – Retained. If you wish to increase your existing Income Protection cover to reflect future salary increases, you will need to apply to the insurer and provide evidence of your health. If your employer subsidised your insurance cover, you will now be responsible for paying the insurance fees.	Complete Choosing Russell Investments Form.

One of the advantages of being a member of iQ Super is that you are able to keep the same superannuation fund when you change jobs.

Benefits of staying with Russell Investments

There are a number of benefits of remaining with Russell Investments when you change jobs.

Benefits of staying with Russell Investments	New Division			
	iQ Super – Employer	iQ Super – Business	iQ Super – For Life	iQ Super – Retained
Your superannuation account details such as your member number, customer reference number and investment choice stay the same	✓	✓	✓	✓
Accepts future contributions from your new employer	✓	✓	✓	✓
Current insurance cover remains		✓	✓	✓
Existing Income Protection cover will be frozen at the level on the date you left your employer		✓	✓	✓
Ability to increase existing Income Protection		✓	✓	✓
Continue to benefit from competitive management fees	✓	✓	✓	✓
Continued access to a wide range of investment options	✓	✓	✓	✓

To ensure your superannuation contributions continue to be deposited into your iQ Super - For Life account simply complete the Choosing Russell Investments Form and give it to your new employer.

Members of iQ Super Employer and Business

What happens to your benefit when you leave your employer?

When your employer notifies us that you have ceased employment, we will open an account in the iQ Super – For Life Division and send you a letter and the Product Disclosure Statement (PDS) for the iQ Super – For Life Division. You will be subject to the terms and conditions (including payment of the iQ Super – For Life Division fees and insurance fees) set out in the iQ Super – For Life Division PDS, which is available online at russellinvestments.com.au/iqsuperforlifepds.

Your existing insurance cover will continue (without health evidence) under a different insurance arrangement in the iQ Super – For Life Division. This means that although the amount of cover will not be less than when you were in your Employer or Business Account, different terms and conditions may apply. Your similar replacement cover in the iQ Super – For Life Division will start from the day after you leave your employer, even though we are notified of your termination of employment later. This ensures you have no gap in insurance protection. However, it means that the first insurance fee deducted could be for multiple months of cover.

You can cancel your insurance cover at any time using the Insurance Request Form, and your cancellation will be effective from the date we process your request. Please refer to the Insurance, Fees & Costs Guide for the iQ Super – For Life Division for further details.

For Defined Benefit members only – when you leave your employer

When your employer notifies us that you have ceased employment, we will open an account in the iQ Super – For Life Division and send you a letter and the PDS for the iQ Super – For Life Division. You will be subject to the terms and conditions (including payment of the iQ Super – For Life Division fees and insurance fees) set out in the iQ Super – For Life Division PDS, which is available online at russellinvestments.com.au/iqsuperforlifepds.

Your defined benefit will be calculated at the date you ceased employment, and this will be credited to your DB Account. A DB Transfer Statement will be issued for the calculation of this benefit. Your accumulation accounts (if any) continue in your new iQ Super – For Life Division account.

Your replacement Death and TPD cover will be issued as the minimum whole number of iQ Super – For Life Division units of Death & TPD cover required to provide at least the same amount of cover you held in the iQ Super – Employer Division on the last day of employment. This means you will receive at least the same level of Death & TPD cover at the date employment stops, however, the value of each unit of cover in the iQ Super – For Life Division will reduce with each birthday. However, if you had no cover on the date of leaving your employer there will be no cover issued to you upon transfer to the iQ Super – For Life Division. If you want cover, you will need to apply to the insurer and provide health evidence, and the insurer will decide whether to accept or decline your application.

Your replacement Income Protection cover (if any) will be the lower of:

- The amount of your cover in the iQ Super – Employer Division on your last day of employment; and
- 75% of the last ‘salary’ advised by your employer to us.

Please note that in the iQ Super – For Life Division, the amount of your income protection cover will be frozen and will not increase as your salary increases. If you wish to increase your income protection cover, you will need to apply for increased cover and provide evidence of your health to the insurer, who will assess your application decision and decide whether to accept or decline your application.

You can cancel your insurance cover at any time using the Insurance Request Form, and your cancellation will be effective from the date we process your request. Please refer to the Insurance, Fees & Costs Guide for the russellinvestments.com.au/trusteerequireddisclosure for further details.

Other than insurance fees, you will not be charged any other iQ Super – For Life Division fees or charges until such time as your benefit is transferred from your Employer or Business Account (some fees will apply on any money you choose to pay into your account in the intervening period).

You will remain a member of the iQ Super – For Life Division unless:

- you request us to transfer your entire benefit to another superannuation fund or;
- your account balance falls below the minimum balance of \$6,000 for the iQ Super – For Life Division, in which case you must tell us what you want us to do with it within 60 days of receiving our letter. If we don’t receive instructions from you, we will send your account balance to the eligible rollover fund (see Eligible Rollover Fund). Note that if you provide instructions outside the 60-day period, but before we have transferred your balance to the eligible rollover fund, where possible, we will follow your instructions.

When you stop working for your current employer, we will move your benefit to the iQ Super – For Life Division. As part of this transition, your DB arrangement comes to an end and what was your DB component is invested in the Australian Cash Option.

If you have a member investment choice (MIC) component:

- If you have not made an investment choice, your MIC component will be in the Balanced Opportunities option, which is the default option for defined benefit members with investment choice. The default MySuper investment option for the accumulation section of the Fund and iQ Super – For Life Division, is called GoalTracker. This means, if you leave your current employer your MIC component will be moved to the GoalTracker investment option, and GoalTracker will be the investment option for your future transactions (i.e. contributions, rollovers and deductions). You will be a MySuper member in iQ Super – For Life Division.
- If you have made an investment choice, your MIC component will remain invested in the investment option(s) you have selected, and your future investment strategy will remain as you have designated. You are a Choice member in the table below.

If you do not have a member investment choice component:

- Your defined benefit component will be invested in the Australian Cash option, and your future investment strategy (i.e. for new contributions, rollovers and deductions) will be set to the GoalTracker investment option.

The table below shows what will change when your DB arrangement comes to an end.

On ceasing employment	Your Defined Benefit component is moved to	Your MIC component & future transactions are moved to	
		MySuper members & members without an MIC component (you have never confirmed or made an investment choice)	Choice members (you have confirmed or made an investment choice)
	Australian Cash Option	GoalTracker Option	Invested as per your chosen investment strategy

What fees and charges apply?

When your membership is transferred to the iQ Super – For Life Division, you will have to pay the fees and charges as documented in the iQ Super – For Life Division PDS, including any insurance fees and any other fees that were previously met by your employer.

Unless you have notified us that you do not wish to have insurance cover, you will also have to pay insurance fees from the date your cover commences, which is the day after you have ceased employment (your employer tells us as the date you left employment). The first insurance fee can be for multiple months of cover depending upon when the Fund is advised that you have ceased employment.

The other fees and charges that apply to members of the iQ Super – For Life Division will not apply until your benefit is transferred from your Employer or Business Account (except in relation to any money you choose to pay into your account in the intervening period). These special fee arrangements apply only to members transferring from your Employer Account. They do not apply to other new members joining the iQ Super – For Life Division, who will pay all fees and charges (including insurance fees) from the date of joining the iQ Super – For Life Division.

Advantages of remaining in the iQ Super – For Life Division

If you remain with us:

- your new employer can pay contributions directly to your account
- you still receive many of the benefits you currently enjoy as an Employer Division member
- you can continue to receive Death, TPD and Income Protection cover if you're eligible
- we offer you a wide range of investment options to enable you to choose how your superannuation is invested.

Members of iQ Super Employer – Division Two and Three ONLY

What happens to your benefit when you leave your employer?

When your employer notifies us that you have ceased employment, we will open an account in iQ Super – Retained and send you a letter and the PDS for iQ Super – Retained. You will be subject to the terms and conditions (including payment of iQ Super – Retained fees and insurance fees) set out in iQ Super – Retained Product Disclosure Statement (PDS).

When you cease employment, your Death and TPD insurance cover (or your Death Only cover) and any Income Protection cover will continue (without health evidence) under a different insurance arrangement in iQ Super – Retained. This means that although the level of your cover will remain the same as on your last day of employment, different terms and conditions will apply. This similar replacement cover (and deduction of insurance fees from your iQ Super – Retained account) will start from the day after you leave your employer. You can cancel your cover in iQ Super – Retained at any time. For more information, please refer to the PDS and Insurance, Fees and Costs Guide for iQ Super – Retained, which we will send you when your employer notifies us that you have ceased employment.

You may choose to continue your existing insurance cover (without health evidence) outside superannuation by applying for a separate personal policy with the insurer. This is called a 'continuation option' and is available for 60 days after you cease employment. Premiums are payable directly to the insurer, and cannot be paid from your superannuation account. Conditions apply and are set out in the Insurance, Fees and Costs Guide for iQ Super – Employer (Division Two and Three). For more information please contact us on **1800 555 667**.

You can only continue your existing cover without health evidence under one of these arrangements (either inside superannuation or outside superannuation). In the event of a claim, the insurer would pay out only under one policy.

What fees and charges apply?

When your membership is transferred from iQ Super – Employer (Division Two and Three) to iQ Super – Retained, you will have to pay the fees and charges as documented in the iQ Super – Retained PDS, including insurance fees any other fees that were previously met by your employer.

The insurance fees will apply from the day after you leave employment, however, the other fees and charges that apply to members of iQ Super – Retained will not apply until your benefit is transferred from iQ Super – Employer (Division Two and Three) (except in relation to any money you choose to pay into your account in the intervening period). These special fee arrangements apply only to members transferring from iQ Super – Employer (Division Two and Three).

The Trustee and its relationship with service providers

A licensed Trustee company is responsible for your superannuation.

The Trustee

Total Risk Management Pty Limited (TRM), ABN 62 008 644 353, is the Trustee of the Fund and is responsible for its overall operation. The Trustee has directors who have extensive experience in all facets of superannuation management.

The Fund's assets are controlled by TRM, which is a subsidiary company of Russell Investments Employee Benefits Pty Ltd (RIEB). The assets of the Russell Investments Master Trust are held separately from the assets of any of the Russell Investments group of companies.

Who is the administrator of the Fund?

TRM has appointed RIEB to provide superannuation administration and actuarial services to the Fund. Separately, RIEB has arranged for Link Super Pty Limited (Link) to provide most of the administration services to members. RIEB pays Link out of its own revenue, which means members do not pay any additional fees to Link.

Who are the other service providers?

- Investment management and related services: Russell Investment Management Ltd (RIML)
- Custodial services: State Street Australia Ltd
- Provider of the generic financial calculator (MyTracker) and the GoalTracker™ Plus limited personal financial product advice: Russell Investments Financial Solutions Pty Ltd (RIFS)

TRM, RIEB, RIML and RIFS are all part of the Russell Investments group of companies.

Your privacy

The way that personal information is collected, used, disclosed, accessed and kept secure is regulated by the Privacy Act 1988. Details of how the Trustee manages personal information are contained within its policy. You can get a copy of the policy by visiting our website or by contacting the Plan or the Privacy Officer at the address below.

You agree to us collecting, holding and using personal information about you, in the way set out in our privacy policy, to process your application, and administer and manage the products and services we provide to you. This includes monitoring, auditing and evaluating the products and services, modelling data, data testing, communicating with you and dealing with any complaints or inquiries.

Collection

The Trustee and the Fund's administrator may collect personal information directly from you or from your employer.

Access

Subject to certain conditions, you can gain access to whatever personal information has been collected about you.

Disclosure

Your personal information may be disclosed to other parties, including other Russell Investments companies, our external service providers, advisers, insurers, regulators and the courts. Information may be provided to your employer if the Trustee considers this necessary or appropriate for the proper management of the Plan. In some situations, the law may require the provision of information to your spouse or former spouse.

We may also disclose your personal information:

- If, acting in good faith, we believe that the law requires or permits us to do so;
- If you consent; or
- To any party proposing to acquire an interest in our business.

The purpose of collecting information

Federal legislation covering superannuation and taxation matters requires a certain minimum amount of information to be collected. This information is collected for the primary purpose of assisting with the provision of services to you as a member of the Plan. This may include a range of related secondary purposes, including the provision of general education about superannuation and retirement issues and information about other benefits available to you as a current or former member of the Plan.

Consequences of non-provision of information

If you choose not to provide us with certain information, the consequences are typically changes or reductions in the benefits or tax concessions to which you are entitled. It may also mean that we are unable to process your instructions.

There is more detailed information on this area in the Trustee's privacy policy. You can get a copy of the policy by visiting our website or by contacting the Plan or the Privacy Officer at the address below. If you would like to contact the Trustee or the Fund's administrator on a privacy issue, you can address your inquiry to:

The Privacy Officer
Russell Investments Master Trust
Locked Bag A4094
Sydney South NSW 1235

Log on to russellinvestments.com.au/super or call us on 1800 555 667 for more information.

4. How superannuation is taxed

The following information is incorporated into section 7 of the PDS.

For members in a Closed Category or Division, the following information is in addition to the Super Facts you received when you joined the Fund.

Investment earnings

The investment earnings within each investment option are taxed at a maximum rate of 15%. The actual rate may be lower because we can offset the tax payable with tax credits, such as imputation credits. Capital gains made on assets that are held in a superannuation fund for at least 12 months are taxed at an effective maximum rate of 10%. These taxes are accounted for in the unit price of the option or in the value of your investment in the GoalTracker Option, and are not deducted separately from your account.

Withdrawals

There is no longer a requirement to withdraw your superannuation at a particular age, it can remain invested in superannuation for as long as you wish. When you become eligible to withdraw your superannuation, you can withdraw one or more lump sums, regular pension payments (an income stream) or a combination of both. If you are aged 60 or over, you can withdraw your superannuation tax free.

Superannuation is made up of taxable and tax-free components. Withdrawals are paid proportionally from each component. For example, if 20% of your account balance is tax-free at the time of your withdrawal, then 20% of the amount paid to you will be tax-free. When you commence an income stream, the tax-free proportion of the money used to commence the product is calculated. This proportion is then used to determine tax on future withdrawals from the income stream. There is no tax on the tax-free component. The table below outlines tax on the taxable component. If your marginal tax rate is lower than the rate of tax we have withheld from the taxable component you will receive a credit for the difference when you complete your tax return. Refer to *Your preservation age* table above to work out your preservation age.

WARNING: Providing your TFN

You should provide us with your Tax File Number (TFN) when you join the Fund. If you or your employer do not provide the Fund with your TFN, all Concessional Contributions will be taxed at the top marginal rate plus Medicare levy and you cannot make after-tax contributions. If you do not provide your TFN to the Fund, tax will be withheld at the top marginal rate plus Medicare levy on the taxable component of any payment made to you.

Benefit component	Maximum tax rate (excluding Medicare) ¹
Under preservation age	
Lump sums	20%
Disability income streams	Marginal rate ²
Other income streams	Marginal rate ²
At or after preservation age	
Lump sum ³ up to: \$215,000 (2020/2021)	0%
Lump sum ³ excess above: \$215,000 (2020/2021)	15%
Income streams	Marginal rate ²
60-year-old and above	
From age 60	0%

1 Where the maximum tax rate is greater than 0%, the Medicare levy of 2% is also payable.

2 15% tax offset is available.

3 This low rate cap threshold is a lifetime limit per individual, not per withdrawal. The threshold is indexed each financial year.

Temporary residents

If you are a temporary resident, you may generally only access your superannuation after departing Australia. This is known as a Departing Australia Superannuation Payment (DASP). New Zealand citizens are not considered temporary residents.

WARNING:

There are Concessional Contribution and Non-concessional Contribution limits. If these limits are exceeded, there are taxation consequences.

For more information on contribution limits and the co-contribution amount including the current threshold, visit russellinvestments.com.au/rates

5. How to open an account

The following additional information should be read in conjunction with section 9 of the PDS.

For members in a Closed Category or Division, the following information is in addition to the Super Facts you received when you joined the Fund.

Joining process

Division	Do I need to complete an Application Form?	Important information	Where can I find the Application Form?
iQ Super – Employer	No, your employer will automatically create an account for you.	Please read the PDS	Not applicable
iQ Super – Business	No, your employer will automatically create an account for you.	Please read the PDS	Not applicable
iQ Super – For Life	Yes, unless you are transferred from another Division.	Please read the PDS	russellinvestments.com.au/iqsuperforlifepds
iQ Super – Employer Divisions Two or Three	Yes	Please read the PDS	Refer to your employer for a form.
iQ Super – Retained	Yes, unless you are transferred from another Division.	Please read the PDS	Refer to your employer for a form.

What happens next?

Once you have received your member number, you should log on to the website if you wish to nominate beneficiaries or make an investment choice.

Division	
iQ Super – Employer	Your employer will automatically create an account for you if iQ Super is to be used as your default fund. Once you have received your member number, you should log on to the website if you wish to nominate beneficiaries or make an investment choice.
iQ Super – Business	Your employer will automatically create an account for you if iQ Super is to be used as your default fund. Once you have received your member number, you should log on to the website if you wish to nominate beneficiaries or make an investment choice.
iQ Super – For Life	If you meet the eligibility requirements set out in the PDS, you need to complete the iQ Super – For Life Application Form. If you transferred from iQ Super – Employer you will automatically be set up within iQ Super – For Life and are not required to complete this form.
iQ Super – Employer (Division Two and Three)	If you are joining iQ Super – Employer (Division Two and Three) please read the PDS and complete the Application Form. If you cease employment, your iQ Super – Employer (Division Two and Three) account will be automatically transferred to iQ Super – Retained. You are not required to complete a new Application Form. However, you should read the iQ Super – Retained PDS to understand the arrangements in that division. When you commence employment, if you do not elect to join iQ Super – Employer (Division Two or Three), you will automatically join your employers' default fund, iQ Super – Employer (Default), when your first contribution is received by the Fund (please refer to the first row of this table). This account will be automatically opened for you. Once you have received your member number, you should log into your account if you wish to nominate beneficiaries or make an investment choice.
iQ Super – Retained	If you are joining iQ Super – Retained as a Family Member please read the PDS and complete the Application Form. If you cease employment, your iQ Super – Employer (Division Two and Three) account will be automatically transferred to iQ Super – Retained. You are not required to complete a new Application Form. However, you should read the iQ Super – Retained PDS to understand the arrangements in that division.

Cooling off period

New members have a cooling-off period to reconsider their investment. To withdraw, we must receive your written request within 14 days of the earlier of:

- The date you receive your Welcome Statement; or
- Five business days after you become a member in the Plan.

The option to withdraw during this period is not available if you have exercised your rights as a member, for example, if you have switched investment options.

The amount payable to you may be different to the amount you invested. Adjustments may be made to reflect any change in unit price since your investment was made, tax and reasonable administration costs.

If you ask us to make a payment directly to you, lump sum tax may be payable. If you nominate another rollover fund and that fund does not accept the transfer, we may transfer your money to an Eligible Rollover Fund. If your benefit is preserved, it must be paid to another superannuation fund – we cannot pay it to you.

To withdraw from your account, you need to complete and return the Benefit Payment Direction Form which is available on our website.

The cooling-off period is not available to existing members who have transferred from another division. However, you can transfer your account balance under portability legislation. Please refer to the Portability section of this guide.

6. Other important information

We'll communicate with you via email

If we have an email address for you, we will use it to send you any communications as well as advise you when a communication has been added to your online account. We will issue paper communications on rare occasions or where your email address no longer works.

Of course, you can change your preferred method of communications at any time through your online account or by calling us.

Enquiries or complaints

If you have any questions that are not answered in this guide, please call us. If your enquiry is not resolved to your satisfaction and you wish to lodge a complaint, please contact us:

By phone

1800 555 667

By email

iq@russellinvestments.com.au

By mail

iQ Super Locked Bag A4094 Sydney South NSW 1235

Depending on the nature of your complaint, we may ask you to provide further information in writing so that we can fully understand the complaint. We will provide assistance to you if necessary and a prompt written acknowledgment of receipt of your complaint. Our goal is to handle your complaint efficiently and fairly and we will provide the Trustee's decision as quickly as possible.

However, if your complaint relates to a death benefit claim or to a declined disablement benefit claim, it may take some time to gather all the information necessary to enable the complaint to be properly considered. You can obtain advice in relation to the complaints handling process or feedback on the status of your complaint by calling us.

You can take the matter to the Australian Financial Complaints Authority. AFCA can be contacted at:

By phone

1800 931 678

By email

info@afca.org.au

By mail

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

7. Additional explanation of fees and costs

For more information on Fees and Costs related to the investment options, please refer to your Investment Guide.

For members in a Closed Category or Division, the following information is in addition to the Super Facts you received when you joined the Fund.

Explanation of Ongoing Annual Fees and Costs

As a member of the Fund there are regular ongoing fees and costs that you pay:

- Administration Fees and Costs
- Investment Fees and Costs
- Transaction Costs.

Administration Fees and Costs

The Administration Fees and Costs fees relate to the administration and operation of the Fund and has the following components:

- The standard administration fees (a percentage fee and/or a fixed dollar fee) relate to the day to day administration costs. They are calculated and deducted from your account on a monthly basis. You will see these fees as a transaction on your account.
- The Trustee Administration Fee (a percentage fee) pays for costs such as the staff costs of the Office of the Superannuation Trustee, Director Fees, product enhancements and the legal and legislative costs of the Fund. The fee is calculated and deducted from the investment returns of each investment option. This fee does not show as a transaction on your account.
- Administration costs met from reserves. Where administration costs are met from a reserve and the costs paid are more than the amount credited to that reserve at 30 June each year, the difference (i.e. excess) is included in the Administration Fees and Costs disclosed in the Fund's next Product Disclosure Statement.

Investment Fees and Costs

Superannuation funds can invest in assets directly or via other managed funds. The fees and costs incurred by the Trustee to invest the assets of the super fund has the following components:

- The Investment Fees which are the fees and costs payable for the exercise of care and expertise relating to the investment of the Fund's assets.
- The investment costs which include performance fees, fund expenses and fund operating costs which are paid from the assets of the underlying managed funds. They can also be referred to as indirect costs, as the costs are deducted before the investment returns for the underlying funds are declared. These costs are calculated as at 30 June each year based on the actual costs incurred for each of the investment options. This means the costs can vary from year to year.
- Investment costs met from reserves. Where investment costs are met from a reserve and the costs paid are more than the amount credited to that reserve at 30 June each year, the difference (i.e. excess) is included in the Investment Fees and Costs disclosed in the Fund's next Product Disclosure Statement.

The Investment Fees and Costs are not deducted from your account but are factored into the calculation of the investment returns of each portfolio. Please refer to the Investment Guide for more information.

Transaction costs

Transaction costs are the costs incurred when buying and selling assets within each of the investment options. They are incurred in the super fund and/or in the underlying managed funds and include:

- Brokerage
- Buy-sell spreads
- Settlement costs (including custody costs)
- Clearing costs; and
- Stamp duty on an investment transaction.

The Transaction costs shown in the Fees and Costs Summary are net of any amount the Trustee has recovered from the application of the buy sell spreads of the investment option. Please refer to your Investment Guide for more information.

Family Law fees

A Family Law settlement can be made by an agreement or court order. Before a court order is made, you should contact us to check that the instructions in the proposed court order can be carried out. It is possible that we may also need to be asked to comment on draft agreements.

The Family Law Act allows iQ Super to charge fees for certain activities. These fees will be indexed by AWOTE at 1 October each year and the current fees are:

- **Requests for information: \$150.00.** A cheque made payable to 'Russell Investments Master Trust' for the relevant amount must be received by iQ Super before the information can be provided.

Operational Risk Reserve (ORR)

The Operational Risk Reserve (ORR) is required by legislation to ensure there are funds available to the Trustee to rectify operational risks that cause a loss to members. The ORR is managed in accordance with the Trustee's ORFR Policy and is invested in accordance with the investment strategy formulated by the Trustee, which is reviewed on an ongoing basis.

The size of the ORR will be reported each year in the Fund's Annual Report and will be reported in the annual audited financial statements.

Administration Reserve

The Trustee Administration Fee is paid to the Administration Reserve. The Administrative Reserve is also funded by net interest on the cash held at the Fund's bank account.

The Administration Reserve is used to pay for costs such as the staff costs of the Office of the Superannuation Trustee, Director Fees, product enhancements and the legal and legislative costs of the Fund.

The size of the Administration Reserve will be reported each year in the Fund's Annual Report and will be reported in the annual audited financial statements. The Administration Reserve is invested in the Russell Investments Master Trust bank account.

Advice fees

We generally provide simple personal advice relating to your interests in the Plan at no additional cost.

For advice regarding the comparison and consolidation of superannuation funds, the fee is \$449.34 for two funds (including iQ Super) and \$119.82 for each additional external fund. Where the comparison includes insurance advice the fee is \$659.02 for two funds (including iQ Super).

For advice on transition to retirement, in most cases the fee is nil. However, in certain circumstances the Fund is not legally able to meet the cost of this advice. We will notify you at the time you seek advice if the fee of \$958.58 applies to you.

Adviser service fees

Adviser service fees are deducted from your account by redeeming units and paying the proceeds to your adviser. We do not receive any fees for this service.

If you have chosen a financial adviser who can provide that advice, then you should nominate them on your Application Form. A fee will apply depending on the level of service specified. By nominating your adviser and the service level, we will arrange for the corresponding fee to be deducted from your account.

The initial fee includes GST and can be a fixed dollar amount, which is deducted from your account upon establishment.

The ongoing fee includes GST and must be a percentage of your account (up to a maximum of 1.1% p.a. including GST), or a fixed dollar amount (per annum). It is deducted from your account at the end of each month and paid to your adviser on a monthly basis. The ongoing adviser service fee will continue to be deducted from your account until you notify us of the contrary in writing.

If you wish to change or cancel the ongoing adviser service fee, please complete the Change of Details Form. These instructions need to be received by us at least five business days prior to the last business day of the month, in order to apply to the next fee deduction. Otherwise the instructions will be applied from the following month.

We may alter the timing of the payment of the ongoing fee, but we will not alter the annual amount paid by you.

Payment of adviser remuneration

The Trustee does not pay any adviser remuneration.

Insurance fee

The insurance fee includes insurance premiums and other costs the Trustee incurs in providing insurance in the Fund (e.g. the administration of insurance cover and claims handling). Please refer to the Insurance, Fees and Costs Guide or your Super Facts, if you are a member in a Closed Category or Division, for the insurance fee that applies to you.

Change in fees on transfer to iQ Super – For Life Division

When your membership is transferred to iQ Super – For Life Division, you will have to pay the fees as per the iQ Super – For Life Division Product Disclosure Statement. This includes paying fees that may have been previously met by your employer. Insurance fees related to your iQ Super – For Life Division membership will also be payable. Please refer to the PDS available at russellinvestments.com.au/iqsuperforlifepds.

APRA Levies

From time to time, the regulator will charge superannuation funds a special levy such as the recent financial assistance levies or the SuperStream levy. Where this occurs and the levy will need to be met by members, the Fund will write to you to inform you of the levy and the impact to your account.

8. Defined fees and costs

Activity fees

A fee is an **activity fee** if:

- i) the fee relates to costs incurred by the trustee, or the trustees, of a superannuation entity that are directly related to an activity of the trustee, or the trustees:
 - 1) that is engaged in at the request, or with the consent, of a member; or
 - 2) that relates to a member and is required by law; and
- ii) those costs are not otherwise charged as an administration fee, an investment fee, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

Administration fees and costs

Administration fees and costs are fees and costs that relate to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that:

- i) relate to the administration or operation of the entity; and
- ii) are not otherwise charged as investment fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Advice fees

A fee is an **advice fee** if:

- i) the fee relates directly to costs incurred by the trustee of the superannuation entity because of the provision of financial product advice to a member by:
 - 1) a trustee of the entity; or
 - 2) another person acting as an employee of, or under an arrangement with the trustee of the entity; and
- ii) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an insurance fee.

Buy-sell spreads

A **buy-sell spread** is a fee to recover transaction costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.

Exit fees

An **exit fee** is a fee, other than a buy-sell spread, that relates to the disposal of all or part of a member's interests in the superannuation entity.

Insurance fees

A fee is an **insurance fee** if:

- i) the fee relates directly to either or both of the following:
 - 1) insurance premiums paid by the trustee, or the trustees, of a superannuation entity in relation to a member or members of the entity;
 - 2) costs incurred by the trustee, or the trustees, of a superannuation entity in relation to the provision of insurance for a member or members of the entity; and
- ii) the fee does not relate to any part of a premium paid or cost incurred in relation to a life policy or a contract of insurance that relates to a benefit to the member that is based on the performance of an investment rather than the realisation of a risk; and
- iii) the premiums and costs to which the fee relates are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an advice fee.

Investment fees and costs

Investment fees and costs are fees and costs that relate to the investment of the assets of a superannuation entity and includes:

- i) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
- ii) costs incurred by the trustee of the entity that:
 - 1) relate to the investment of assets of the entity; and
 - 2) are not otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Switching fees

A **switching fee** for a MySuper product is a fee to recover the costs of switching all or part of a member's interest in a superannuation entity from one class of beneficial interest in the entity to another.

A **switching fee** for a superannuation product other than a MySuper product, is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.

Transaction costs

Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity other than costs that are recovered by the superannuation entity charging buy-sell spreads.