

# Combined Financial Services Guide

**This combined Financial Services Guide ('FSG') is designed to assist you in deciding whether to use any of the services offered in this guide in relation to your membership of the Russell Investments Master Trust ('the superannuation fund') as set out in this FSG.**

This FSG explains:

- › financial services we provide
- › other documents you may receive
- › remuneration received
- › important associations or relationships
- › complaints and how complaints are handled
- › compensation arrangements
- › how to contact us.

## Providing entities of this Financial Services Guide

This combined FSG has been prepared, authorised and issued jointly by four entities, as described below:

### Trustee

**Total Risk Management Pty Ltd ('TRM')**  
ABN 62 008 644 353, Australian Financial Services  
Licence (AFSL) 238790

### Administrator/Actuary

**Russell Investments Employee Benefits Pty Ltd ('RIEB')**  
ABN 70 099 865 013, AFSL 220705

### General Financial Product Advice

**Russell Investments Financial Solutions Pty Ltd ('RIFS')**  
ABN 84 010 799 041, AFSL 229850

**Link Advice Pty Ltd (Link Advice)**  
ABN 36 105 811 836, AFSL 258145.

Except as otherwise stated these entities will be referred to hereafter in this document as 'us' and 'we'.

## Financial services we provide

TRM is a subsidiary of RIEB and is the Trustee of the superannuation fund. TRM issues interests in the superannuation fund, as well as provides general financial product advice via fund websites, correspondence and seminars.

RIFS is a subsidiary of RIEB and will provide general financial product advice and general information about the superannuation fund via our call centre, correspondence and seminars.

RIEB provides actuarial services to the superannuation fund and is also the administrator. RIEB has outsourced the majority of the administrative services to Link Super Pty Limited (Link Super) ABN 68 146 993 660, a related body corporate of Link Advice. RIEB has outsourced the majority of the financial product advice services to Link Advice.

TRM, RIFS and RIEB are part of the Russell Investments group of companies. Russell Investments provides investment management and consulting services to institutions, individuals, superannuation funds, employers and members.

Link Advice and select employees of Link Super are authorised (among other things) to provide general financial product advice specific to superannuation and to deal in a financial product by applying for, acquiring, varying and disposing of superannuation products. Link Advice is responsible for any advice that is provided by its employees or the employees of its related bodies corporate, including Link Super. Link Advice is also authorised to provide personal financial product advice to members. This FSG does not provide information about that Link Advice service. If you request personal financial product advice, a separate FSG will be issued to you at that time.

**Please note:** At no time will the general financial product advice provided take into account your particular objectives, financial situation or needs; all advice will be of a general nature only. You should obtain and take into account the relevant Product Disclosure Statement (PDS) and consider seeking professional financial, taxation and/or legal advice, before you make any investment decision.

## Other documents you may receive

### Product Disclosure Statement

You will receive a PDS relating to a superannuation product before you become a member. You should read the PDS carefully as it contains important information to assist you in making an informed decision about the product. You can also obtain the superannuation fund's PDS from [russellinvestments.com/au/disclosures/trustee-required-disclosure/](http://russellinvestments.com/au/disclosures/trustee-required-disclosure/)

If you require personal financial product advice, Link Advice can provide limited personal financial product advice and will provide you with a separate FSG at the time of providing personal financial product advice. For a copy of this FSG, visit [linkadvice.com.au](http://linkadvice.com.au)

Russell Investments, separately, has an adviser referral program available to all members wishing to seek a full financial plan. If you seek any of these personal advice services, you will receive a Statement of Advice setting out the advice, the basis on which it has been given and other important information. You will also receive a separate FSG from the providing entity, and the fees payable for the advice would be explained to you at the time of the advice.

## Remuneration received

### Remuneration for trustee services provided by TRM

TRM is not directly remunerated for the services it provides, as the fees that TRM receives are paid to its service providers.

### Remuneration for services provided by RIEB and RIFS

RIEB is remunerated through general super fund fees paid for by your fund. There are fees that are calculated as a percentage of the assets being managed in your fund (ranging from 0.0% to 1.06%p.a. (gross) and 0.90%p.a. (net). Note: only the net fee is deducted from member accounts). Fees can also include an insurance processing fee, which is a percentage of your insurance premiums up to 15%p.a. Transaction specific fees such as a benefit processing fee can also apply—these fees are flat dollar amounts (ranging from \$0 to \$580 and are indexed with average weekly ordinary times earnings (AWOTE)). You should check your superannuation fund's PDS for the fees that apply. Fees are generally calculated and paid on a monthly basis to RIEB.

RIFS does not receive remuneration for the services it provides to members.

### Remuneration for general financial product advice relating to the superannuation fund

General financial product advice relating to members' interests in the fund is provided free of charge by the fund.

### Remuneration for services provided by Link Super

Link Super receives fees for the contracted holistic administration service that it provides on behalf of RIEB. Link Super can receive performance-based bonuses (additional remuneration) or penalties (reduced remuneration) from its clients.

Neither Link Advice, Link Super, nor its related bodies corporate pay or receive commissions. In some circumstances, employees of Link Super can receive performance-based bonuses (paid by Link Super). An element of the performance assessment may include the appropriate referral of fund members (retail clients) to providers of financial advice authorised by the relevant client.

For the services outlined in this FSG, no additional remuneration is paid, or benefit provided to:

- › Link Advice
- › a related body corporate of Link Advice
- › a director or employee of Link Advice or a related body corporate
- › an associate of any of the above, or
- › any other person.

## Remuneration received by those who recommend TRM products

TRM does not pay any adviser remuneration. However, pursuant to the "Grandfathering" provisions of the *Future of Financial Advice* (FoFA) reforms, Russell Investment Management Ltd (RIM), a related party, may still pay (in limited circumstances) adviser remuneration of up to 0.16%p.a. of the value of your investment in a TRM product to Australian Financial Services licensees and/or their representatives who recommend TRM products to investors. For this to apply, the financial advice must have been given to the member prior to 1 July 2014.

RIM will pay any adviser remuneration out of the investment management fees that it receives from TRM, so it will not represent any additional cost to you.

Your adviser may charge a fee for providing you with advice about your investment in our products. If you choose, we may offer to arrange for you to pay your adviser this service fee by deducting it from your investment in our products. We do not receive any fees for this service.

Russell Investments may receive increased remuneration where you become a member of a fund administered or operated by Russell Investments, where you alter your membership interest in the fund, e.g. change your investment strategy or increase your level of contributions.

If you have any queries about remuneration or would like further information about remuneration that is payable by you, please refer to your PDS or contact us.

## Important associations or relationships

As noted earlier, TRM, RIFS, RIEB and RIM are all part of the Russell Investments group of companies.

Pacific Custodians Pty Limited (ABN 66 009 682 866, AFSL 295 142) (Pacific Custodians) issues a non-cash payment product called 'SCH Online'. SCH Online is operated by The Superannuation Clearing House Pty Limited (ABN 15 086 576 721) (TSCH). Pacific Custodians, TSCH, Link Super and Link Advice are related bodies corporate and are members of the Link Group of companies.

For the Resource Super division of the Russell Investments Master Trust, Resource Super Insurance Pty Ltd (ABN 97 167 499 809) provides insurance services to members.

## Complaints

If you have a complaint about the superannuation fund or about financial product advice or services you receive, you should contact us via telephone, email or post and register a 'formal complaint'. Your complaint will then be directed to the appropriate person at either Russell Investments or Link Advice, who will consider your complaint and respond quickly and fairly.

### Russell Investments Master Trust

By mail: Locked Bag A4094  
SYDNEY SOUTH NSW 1235  
By phone: 1800 555 667  
By email: [iq@russellinvestments.com.au](mailto:iq@russellinvestments.com.au)

If you are not satisfied with the way your complaint has been handled or resolved, you may be able to lodge a complaint with an external dispute resolution scheme. Prior to 1 November 2018, there are two schemes that deal with different aspects of superannuation complaints.

They are:

**The Superannuation Complaints Tribunal (SCT)**, which is an independent body set up by the Federal Government to assist members or their beneficiaries to resolve certain superannuation complaints. You can lodge your complaint at:

### Superannuation Complaints Tribunal

By mail: Locked Bag 3060  
MELBOURNE VIC 3001  
By phone: 1300 884 114  
Via website: [sct.gov.au](http://sct.gov.au)

**The Financial Ombudsman Service Limited ABN 67 131 124 448 (FOS)**, which is an independent body set up to assist consumers in the resolution of complaints relating to the financial services industry, including the provision of financial products and advice. FOS can be contacted at:

### Financial Ombudsman Service

By mail: GPS Box 3  
MELBOURNE VIC 3001  
By phone: 1800 367 287  
Via website: [fos.org.au](http://fos.org.au)

**Please note:** The SCT and the FOS will only become involved after you have made use of our internal complaint handling processes. In providing a response to you in respect of your complaint, we will advise you which of these two bodies is the appropriate one to deal with your complaint.

**From 1 November 2018, the Australian Financial Complaints Authority (AFCA)** will provide external dispute resolution for all complaints.

### Australian Financial Complaints Authority

By mail: GPO Box 3  
MELBOURNE VIC 3001  
By phone: 1800 931 678  
By email: [info@afca.org.au](mailto:info@afca.org.au)  
Via website: [afca.org.au](http://afca.org.au)

## Compensation arrangements

Russell Investments holds Professional Indemnity Insurance ('PI Insurance') to cover claims that may arise in relation to the conduct of any representatives or employees of Russell Investments.

Link Advice is covered by a PI Insurance arrangement to compensate clients for loss or damage, because of breaches of the relevant obligations under chapter 7 of the Corporations Act 2001 (Cth), which covers financial services and markets.

The PI Insurance arrangements of Russell Investments and Link Advice each satisfy the requirements of section 912B of the Corporations Act 2001 (Cth) and cover claims arising from the conduct of representatives and employees who no longer work for Russell Investments or Link Advice (or its related bodies corporate), but who did at the time of the relevant conduct.

## Contact us

### Russell Investments Master Trust

By mail: Locked Bag A4094  
SYDNEY SOUTH NSW 1235  
By phone: 1800 555 667  
By email: [iq@russellinvestments.com.au](mailto:iq@russellinvestments.com.au)

### TRM, RIEB and RIFS

By mail: GPO Box 3279  
SYDNEY NSW 2001  
For complaints: [disputeresolution@russellinvestments.com](mailto:disputeresolution@russellinvestments.com)

### Link Advice

By mail: 1A Homebush Bay Drive  
HOMEBUSH NSW 2138  
By phone: 1300 734 007  
By email: [advice@linkadvice.com.au](mailto:advice@linkadvice.com.au)