

About Aware Super

Employer Sponsored, Police Blue Ribbon Super, Ambulance Officers' Super

The information in this document forms part of the Aware Super **Member Booklets** (Product Disclosure Statements) for:

- Employer Sponsored members dated 10 June 2021
- Police Blue Ribbon Super members dated 10 June 2021
- Ambulance Officers' Super members dated 10 June 2021



10 June 2021



Contents

About Aware Super	1
Benefits of being a member	1
Make the most of your membership	2
Who manages your super?	2
How we operate	3
Other things to know	4

Disclaimer

This document has been prepared by Aware Super Pty Ltd (referred to in this document as the 'trustee', 'we', 'us' or 'our'), the trustee of Aware Super (referred to in this document as 'Aware Super' or 'the fund'). This document contains general information only. It does not take into account your specific objectives, financial situation or needs. You should consider the information having regard to your personal circumstances. It is recommended that you consult a financial adviser if you require financial advice that takes into account your personal circumstances.

The information contained in this *Member Booklet Supplement* was accurate at the time of its preparation. However, some of the information can change from time to time and the trustee can change matters which are the subject of representations made in the *Member Booklet* and *Member Booklet Supplements*. If the change is not materially adverse, the updated information will be available on our website at aware.com.au/pdsupdates. A paper copy of this *Member Booklet Supplement* and any update will be available free of charge by contacting us on **1300 650 873**.

We may change any matter in this *Member Booklet Supplement* without member consent, but in the case of an increase in fees and charges, we will notify members at least 30 days before the change occurs. This offer is only made to persons receiving this *Member Booklet Supplement* and the applicable *Member Booklet* (electronically or otherwise) in Australia.







About Aware Super

Choosing the right super fund is an important decision because it could have a big influence on the amount of money and the lifestyle you'll have in retirement.

Who we are

We've been putting our members first as First State Super since 1992 and became Aware Super in September 2020. We're now one of Australia's largest industry funds providing superannuation, insurance, advice and retirement solutions for our members who work in roles that breathe life into our communities. We've made a commitment to our members: to do well for them by doing good for all.

Benefits of being a member

-  A super account with a fund that has low fees¹ and a history of delivering strong long-term returns².
-  Helping you retire with more – our default MySuper Lifecycle investment approach adjusts your investments to match your stage in life.
-  An award winning mobile app³ where you can manage your super 24/7.
-  Highly secure access to our website member portal and mobile app.
-  Advice at no additional cost from our superannuation advisers⁴.
-  Access to free educational webinars covering a range of super and financial topics.



¹ The total estimated annual fee (inclusive of administration and investment fees) for our Accumulation Growth option for members with a \$50,000 balance is 1.04%, versus an industry average of 1.38%, as published in the Chant West Super Fund Fee Survey, December 2020.

² Returns for the investment options that form part of our MySuper Lifecycle approach (High Growth, Growth and Balanced Growth) were in the top 10 of their respective categories over 3, 5 and 10 year periods, as published in the SuperRatings Fund Crediting Rate Survey for 31 March 2021 (High Growth: SR25 High Growth (91-100) Index, Growth: SR50 Balanced (60-76) Index, Balanced Growth: SR25 Conservative Balanced (41-59) Index). Past performance is not a reliable indicator of future performance.

³ The Aware Super app was awarded Gold at the 2019 and 2020 Sydney Design Awards for the category Digital – New Service or Application.

⁴ Your membership includes access to Simple advice about your super. Fees are payable for Comprehensive advice, including about your financial situation outside super.

Make the most of your membership

Make your own contributions

- You may make personal contributions via electronic funds transfer, BPAY® or direct debit at any time.
- You can also ask your employer to make salary sacrifice contributions from your before-tax salary or personal contributions from your after-tax salary by completing the *Contributions by payroll deduction* form.

* Registered to BPAY Pty Ltd ABN 69 079 137 518

Get active with your super

Our online services and Aware Super app allow you to update your account details and get quick access to information about your account. You can register for online access by clicking **Login** on our website or download the Aware Super app and tap 'join now' to get started.



If we have your **email address** and you have registered for online access to your account, we will be able to send you information and notify you that personal information, such as your benefit statement, is available in the **secure member login** area of the website. To take advantage of our online services, please register to access your account (if you haven't already). You also have the option to choose to receive your information by mail. Simply download and complete the *Change of member details* form on our website or give us a call.

Who manages your super?

At Aware Super, we have a team of investment specialists who oversee investment portfolios across a wide range of asset classes and who also manage a number of investments in house.

The investment team seeks to deliver value to members with an approach that focuses on:

- Active and strategic asset allocation to get an appropriate mix of investment types.
- High quality research to underpin and improve investment decisions.
- Managing select investments in house, which brings market insights and greater access to unique opportunities.
- Active ownership and engagement to drive positive change with the companies we invest in.
- Integrating Environmental, Social and Governance (ESG) considerations into the investment process.

The team also performs a cash flow and portfolio re-balancing function for the diversified investment options to help ensure each option is invested as closely as possible in line with the target asset allocation.

Combine your super

If you have super with multiple funds, you may be paying more fees than you need to, and if you haven't been in contact with your old funds for a while, you may even have lost super registered with the ATO. You can search for your lost super and combine your accounts with our online super **search and combine** tool. You'll avoid paying unnecessary administration fees, receive less paperwork and have greater control over your super in just a few easy steps. To combine your super, visit [aware.com.au/combine](https://www.aware.com.au/combine) or call us on **1300 650 873**. Before withdrawing from another fund, check how this may affect any existing insurance you have. You should also consider where future employer contributions may be paid.

Consider financial advice

Super can be complicated and you might want help to make sure you're making the right decisions. When members receive advice, they receive it under our financial planning business' own AFS licence. Our financial planning business is wholly owned by Aware Super Pty Ltd as trustee of the fund. You should read their Financial Services Guide before making a decision. If you obtain complex financial advice, you will be informed of the cost before you proceed. For more information call **1300 650 873**.

Investment managers

We work with a panel of professional investment managers who specialise in different asset types to assist us in managing your super. A current list of managers by asset class is available on our website at [aware.com.au/whomanagesyoursuper](https://www.aware.com.au/whomanagesyoursuper).

Consultants

We appoint an asset consultant to advise us on appropriate asset allocation for each of the diversified investment strategies and provide research on managers in each of the asset classes. This includes an evaluation of the manager's investment style and its suitability to complement other current and potential managers.

We also engage specialist consultants as required to assist in providing the trustee board with specific advice relating to various specialist asset classes.

Custodian

State Street Australia Limited (ABN 21 002 965 200; AFSL 241419), has been appointed as global custodian to safe-keep the fund's assets.

Administrator

Mercer Administration Services (Australia) Pty Limited (ABN 48 616 275 980, AFSL 245591) administers the day-to-day operations of Aware Super, including processing employer and member contributions, maintaining member records, and paying benefits.

Insurers

Employer Sponsored members

Death, total and permanent disablement (TPD) and income protection insurance cover offered to Aware Super employer sponsored members is provided under life insurance policies issued to the trustee by TAL Life Limited¹ (ABN 70 050 109 450, AFSL 237848).

Ambulance Officers

Ambulance Officers' Insurance cover is provided for eligible ambulance officers through Aware Super under a life insurance policy issued to the trustee by TAL Life Limited.

Police Blue Ribbon

Police Blue Ribbon Insurance cover is provided for eligible police officers through Aware Super under life insurance policies issued to the trustee by TAL Life Limited.

¹ TAL Life Limited has consented to the inclusion of statements which relate to their services.



How we operate

Aware Super is managed by Aware Super Pty Ltd (the 'trustee'). The trustee has a Board of Directors which is required to act in the best interests of members as a whole at all times and ensure that the fund is administered according to the fund's trust deed and superannuation legislation.

The board consists of seven employer-representative directors, seven member-representative directors and an independent director. All directors have a sound understanding of how a superannuation fund works and the responsibilities of a fund trustee. Directors are also required to undertake ongoing professional training in matters relating to superannuation, investment markets and financial management. The trustee board meets regularly and as required. The management team and staff of Aware Super look after the day-to-day management of the fund under the direction and guidance of the board.

To read about the current directors of the trustee board, visit [aware.com.au/about](https://www.aware.com.au/about).

The board's role

The responsibilities of the trustee's Board of Directors include:

- overseeing the management of assets
- ensuring member benefits are paid in a timely manner
- providing regular communications to members
- resolving any disputes that are raised within the fund.

The trustee

The trustee of Aware Super is Aware Super Pty Ltd. The trustee holds an Australian Financial Services licence issued by ASIC, which enables it to deal in and provide general information about superannuation products.

The trustee also holds a Registrable Superannuation Entity licence (RSE licence number L0002127) issued by APRA, which enables it to act as trustee of a public offer superannuation fund.

The executive

The trustee employs a full-time executive to manage the day-to-day activities of the trustee's business.

Other things to know

Consolidation of multiple superannuation accounts

If you have more than one super account within Aware Super, we may merge (or consolidate) them into a single account. This will only happen if we consider that merging the accounts would be in your best interest, taking into consideration matters such as unnecessary fees, differences in your insurance arrangements, nominated beneficiaries and investments. If, after we review these and other factors, we decide that merging is in your best interest, then your accounts will be merged automatically.

If you don't want your accounts to be merged, you can notify us either in writing or by calling us. If your accounts are automatically merged, we will inform you in writing within 30 days after merging your accounts. If you are registered for our online services, details will also be available on the member login area of our website. No fee will be charged for an automatic account merge.

Unclaimed super is paid to the ATO

Under the superannuation rules, we must report and pay **unclaimed super money** and **inactive low-balance accounts** to the Australian Tax Office (ATO).

Unclaimed super money includes:

- **An account balance under \$6,000 held by a member who is uncontactable.** You are 'uncontactable' if we can't contact you by mail or email at the address(es) we hold for you and you haven't been in contact with us or contributed in the last 12 months.
- **An inactive low-balance account under \$6,000 held by a member under age 65.** This applies if we have not received any contributions or rollovers for you in the last 16 months or more, and you haven't notified us that you want to remain in the fund.
- **An inactive account held by a member who is 65 years of age or more.** This applies if we have not received any contributions or rollovers for you in the last two years and it has been five years or more since you last contacted us and we are unable to make contact with you. Once you reach 65, you can start an income stream or access your benefit in cash at any time.

Inactive low-balance account is defined as a superannuation accumulation account where no contributions or rollovers have been received for 16 months, a condition of release has **not been met** and none of the following occurred in relation to the member in the last 16 months:

- the member changed investment options
- the member made changes to their insurance cover
- the member made or amended a binding beneficiary nomination
- the member, by written notice given to the Commissioner of Taxation, declared that they are not a member of an inactive low-balance account
- the superannuation provider was owed an amount in respect of the member.

Benefits for the following people may also be transferred to the ATO:

- lost or uncontactable members
- former temporary resident members who have departed Australia
- deceased members whose benefits cannot be paid following death
- a spouse who is entitled to a benefit split under the *Family Law Act* and cannot be paid.

In most circumstances, simply contacting us will avoid the possibility of your account being transferred to the ATO. If your account is transferred to the ATO, any insurance cover you may have will cease. You can claim the money from the ATO at any time. Generally, you will need to meet a condition of release to have this money paid to you in cash. Otherwise, it will need to be transferred to an eligible superannuation fund, such as Aware Super. Interest may also be payable by the ATO at the time the money is claimed. To find out how to keep your Aware Super account active, visit aware.com.au/pys.

Go to ato.gov.au or call **13 10 20** to see if you have any unclaimed super.

Cooling-off rights

For members

There are no cooling-off rights for standard Employer Sponsored members of Aware Super.

For employers

If you are an employer and you apply to join Aware Super as a participating employer, a 'cooling-off' period applies for 14 days from the earlier of:

- the date you receive your welcome letter/email; or
- five business days after we accept you as a participating employer.

Privacy

We are subject to the Australian Privacy Principles of the *Privacy Act 1988 (Cth)*. We, and our administrator, collect and hold personal information relating to members. The member information we hold is used for administration purposes, the provision of financial planning advice and for promotional activities.

In some cases, Aware Super engages third parties to host electronic data (including data in relation to the services we provide) on our behalf. These data warehouses may be located overseas in countries including Germany, the United Kingdom, United States and must have in place appropriate security and privacy protocols.

If we do not have all your necessary personal information, we may not be able to process an application from you or you may not receive certain benefits that you are entitled to as a member.

We take security measures to protect the personal information we hold. Your information is only accessible by fund personnel and authorised service providers of the trustee, including the administrator and insurer. The trustee may provide your personal information to an overseas fund, such as a KiwiSaver scheme in New Zealand, with your consent. Access to your details is protected, however your spouse/de facto may be entitled to obtain information about your super in certain circumstances (i.e. family law matters).

Our privacy policy contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy and other important information about how your personal information is collected, used and disclosed.

For further information about how your personal information is handled, please phone us on **1300 650 873** or visit **[aware.com.au/privacy](https://www.aware.com.au/privacy)** to view our privacy policy. A paper copy of the policy can be provided free of charge on request.

When do I need to prove my identity?

Under the anti-money laundering and counter-terrorism financing (AML/CTF) legislation, we are required to obtain proof of identification before undertaking certain transactions and paying money out. The most common transaction requests include:

- applying for a benefit payment, which includes a transfer to another fund if you don't provide your tax file number or the other fund is a self-managed super fund
- advising a change of name
- opening an income stream account
- transferring to a Kiwi Saver account.

This means we may need to identify you, executors of your estate and/or beneficiaries, or anyone acting on your behalf (such as the holder of your power of attorney). Accordingly, we may be required to delay or refuse any request or transaction in relation to your account until we obtain proof of identity documentation. For further information about providing proof of identity, see the quick guide *Providing proof of identity* on our website at **[aware.com.au/proofofid](https://www.aware.com.au/proofofid)**.

Family law and super

Federal legislation allows legally recognised couples to divide their superannuation upon the breakdown of their relationship. This means that:

- your spouse (or de facto partner¹) can obtain information about your super but not your address or other details
- a benefit payment flag can be placed on your account, which stops us from paying your super to you while the flag is in place
- your super may be split with your spouse (or de facto partner¹) either by agreement or by a Court Order.

¹ This does not apply to de facto partners in Western Australia (WA). Western Australia and the Federal government have announced that de facto couples in WA will be able to access these options, but at the time of issue, this announcement was not yet law.

Temporary residents

If you are a temporary resident, you can usually receive your super when you leave Australia and your visa expires or is cancelled. If you intend to claim your superannuation benefit directly from us, when you depart, you should request a port and date stamp for your passport from Australian Customs, otherwise you can apply online through the Australian government. For more information on how to claim your super in these circumstances, see the quick guide *Departing Australia Superannuation Payment* on our website at **[aware.com.au/departingaustr](https://www.aware.com.au/departingaustr)**.

If it has been six months or more since you left Australia and your temporary residence visa has expired, the Australian Taxation Office (ATO) may require us to transfer your super to them as unclaimed monies. We are not obliged to notify a member who was a temporary resident if we transfer their superannuation to the ATO following their departure from Australia.

Trans-Tasman portability scheme

A former resident of Australia moving to New Zealand permanently can elect to have their benefits in the fund transferred as a single lump sum to a nominated New Zealand KiwiSaver scheme. We must be satisfied that the member has emigrated permanently to New Zealand and that a KiwiSaver scheme account has been opened that can accept the transfer on the member's behalf. Once we receive the information, we will transfer the benefit to the nominated KiwiSaver scheme within 30 days.

We do not accept transfers of New Zealand-sourced amounts, either directly from a KiwiSaver scheme or from another Australian complying super fund as part of a rollover.

Ongoing disclosure to be communicated electronically

We are required by law to communicate material changes and significant events which may affect your account, including material changes to product disclosure documents. We are also required to provide you with an annual superannuation statement, and provide access to our annual report.

If we have your email address, we will communicate important super changes by email. For any personal account information, such as your annual statement, we'll send you an email or app alert (available soon) to let you know when you need to view this information in your Document Centre (if you've registered for online access).

Registering for online access is simple. Just go to **[aware.com.au/register](https://www.aware.com.au/register)** or give us a call if you'd like us to talk you through how to set this up.



You can choose how you receive your annual statements, important notifications and other information about your account – either electronically or by mail. Just log in and update your communication preferences or give us a call on **1300 650 873**.

Please note: if we don't have your email address all important information will be sent to you by mail.



Complaint resolution

We can usually answer any questions you have about your account over the phone. If you're not satisfied with the response or need more help, please contact our Complaints Team:

Email	complaints_officer@aware.com.au
Telephone	1300 650 873 Monday to Friday 8.30am to 6.00pm (AEST)
International	+61 3 9131 6373
Online	aware.com.au/contact
In writing	Complaints Officer Aware Super PO Box 1229 Wollongong NSW 2500

Once we receive your complaint, we will investigate and aim to resolve your concerns as soon as possible, generally within 30 days.

If you are not satisfied with a death benefit or a decision on a total and permanent disablement claim you can ask us to review a decision in writing to:

The Disputes Manager
Aware Super
PO Box R1827
Royal Exchange NSW 1225

If you're not satisfied with the outcome, you can contact the Australian Financial Complaint Authority (AFCA). AFCA provides free and independent service to help resolve complaints and can be contacted as follows:

Online www.afca.org.au
Email info@afca.org.au
Telephone 1800 931 678 (free call)
In writing Australian Financial
Complaints Authority
GPO Box 3
Melbourne VIC 3001



Contact us

Phone 1300 650 873
Email enquiries@aware.com.au
Web aware.com.au
Post PO Box 1229, Wollongong NSW 2500

