

Product Disclosure Statement

15 October 2011

- Anyone can join
- Low fees
- Super and pension accounts
- Flexible insurance
- 12 investment options
- Any employer can contribute



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This Product Disclosure Statement (PDS) is a summary of significant features of AGEST. It provides information to help you make a decision about whether AGEST is suitable for you. As you read this document, you will come across some content marked with these symbols:

Important information

This symbol means there are references to other important information which form part of this PDS. You should consider this additional information before making a decision about AGEST.

General information

This symbol means we have provided a link to other general information about the subject.

This PDS and the additional information contains general information only and does not take into account your objectives, financial situation or needs.

We recommend that you seek professional financial advice about the suitability of AGEST in your personal circumstances.

1 About AGEST Super

AGEST is the Australian Government Employees Superannuation Trust.

As a low-cost industry super fund, we focus on managing superannuation in the best interests of our members. Importantly, AGEST does not pay commissions to financial advisors and all profits are returned to members.

AGEST commenced in 1990 with a strong focus on the Australian Public Sector. In 2006 membership was expanded to allow anyone who is eligible to join a super fund, to join AGEST.

AGEST has around 130,000 members and more than \$4.5 bn in assets. Over 10,000 employers from the public and private sector regularly contribute to AGEST for some or all of their employees.

Any employer (government or non-government) can make contributions to AGEST on your behalf.

AGEST also offers account-based pensions. There are currently more than 4,000 pension members holding over \$1.3 bn in assets. For more information about our pension products, please download our pension PDS at www.agemt.com.au/pds or contact us for a copy.

AGEST Super Pty Ltd is the trustee company that is responsible for the management and investment decisions of AGEST. It has an equal number of member and employer representative directors, who are appointed on the nomination of the ACTU and the Australian Government, plus an independent Chairperson who is jointly appointed by both parties.

AGEST is operated and managed in accordance with the rules of its Trust Deed and relevant law. Specialists are employed to look after the fund and its investments.

2 How Super Works

Superannuation is a way of saving for your retirement.

The Government has made some superannuation contributions compulsory. The Government also encourages people to invest in superannuation by providing a range of tax savings on super contributions, investment earnings and withdrawals from your super account after retirement.



In addition to the summary in this section, the Government website, www.moneysmart.gov.au, provides further information about how superannuation works. You will also find general information at www.ages.com.au/education.

Contributions to Super

Employers are generally required to pay superannuation contributions for their employees. Most employees have the right to choose which fund their employer contributes to. If you don't make a choice, your employer will pay contributions for you to the super fund that they have selected as their default super fund.

You may be able to make additional contributions to a superannuation fund. These include:

- *Salary sacrifice contributions* - contributions deducted from your salary before income tax is calculated,
- *Personal contributions* - contributions paid from your after-tax earnings or from other savings.
- *Spouse contributions* - contributions to your spouse's superannuation account. You may also be eligible to split contributions from your own superannuation account into the account of your spouse.

There are eligibility conditions and limits on the amount of contributions that can be made to your account.

Your superannuation account

Most super funds provide a range of investment options so that you can choose how your account balance and any future contributions will be invested. If you do not make a choice, your account balance will be invested according to the default investment option set by the fund. Generally speaking, the default option is likely to have a longer-term investment strategy and may include a mix of shares, property, infrastructure, fixed interest, cash and other investments.

Your super balance can go up or down, depending on the performance of the fund's investments.

There may be deductions from your account for government taxes, insurance premiums and administration fees.

Payments from your super account

Your super is intended for your retirement, so the Government has placed conditions on when you can get access to your superannuation savings.

The conditions that apply to you will depend on the type of payment you are seeking.

Generally, you cannot access your superannuation balance before you retire, unless:

- the balance is less than \$200
- you are diagnosed with a terminal illness
- you are permanently incapacitated
- you are suffering severe financial hardship
- you are applying for a benefit under compassionate grounds.

3 Benefits of investing with AGEST

AGEST Super really is your ‘fund for life’.

AGEST provides superannuation and pension products and services to suit everyone. Whether you are just starting out in the workforce, have been working for many years or are already in your retirement years, AGEST caters for you.

Some of our important features include:

- The AGEST Trustee acts only in the best interests of its members
- AGEST has one of the lowest fee structures of all major superannuation funds in Australia
- AGEST does not pay commissions to financial advisors and the AGEST Trustee does not pay dividends to shareholders
- Flexible insurance cover is available to members with competitive premium rates
- Daily investment switching
- Online access to your account
- Low cost pension products when it's time to start withdrawing your super and
- A range of investment options for you to choose from.

AGEST provides members with important benefits that are not available in some other super funds. Many members of other super funds choose to become members of AGEST to enjoy these benefits, such as increasing superannuation savings through ‘salary sacrifice’ contributions or drawing on their superannuation savings through an account-based pension.

4 Risks of super

All investments carry some level of risk. This means that you can lose money on your investment or that it may not meet your objectives. You should understand the following main risks associated with superannuation:

Fall in the value of your investment

You should understand that there is no guarantee of a positive return on your investment. In some years, your chosen investment strategy may have a negative return and your account balance may fall. Returns will vary from year to year and future returns will usually be different to past returns.

Depending on the AGEST investment option(s) you choose, your investment may be exposed to assets that can (and do) fall in value. This is particularly true of investments in shares, but also applies to other asset classes. Different investment options carry different levels of risk depending on the mix of assets. For example, assets with potential for highest long-term returns may also carry the highest level of short-term risk.

Superannuation savings inadequate for retirement

Although the purpose of superannuation is to provide for your retirement, this objective may not be entirely met. Whether or not your superannuation balance will be adequate for your retirement will depend on your age, the contributions invested, your investment timeframe, the investment options you choose, how your other non-super assets are invested and your risk tolerance.

Legislation and taxation risk

The Government may make changes to superannuation and/or taxation law in the future. These changes may impact your tax position, your entitlement for social security/ age pension or your eligibility to access your super benefit.

5 How we invest your money

We invest your contributions with the aim of increasing your account balance over the years.

AGEST currently offers all members the choice of 12 investment options – six pre-mixed options and six single sector options. Each pre-mixed option contains a combination of assets from various investment sectors, whilst each single sector option contains only one asset class. You may invest in as many of these options as you choose.

The 12 investment options are:

Pre-mixed options

- Growth
- Balanced
- Moderate
- Stable
- Conservative
- MultiStrategy

Single-sector options

- Australian Shares
- International Shares (Hedged)
- International Shares (Unhedged)
- Listed Property
- Fixed Interest
- Cash



Choosing your Investment Options

The investment choice that is right for you will depend on your own circumstances. You should consider your age and how long before you intend to start withdrawing your super. You should also consider your attitude to risk and the likely investment return. For example, can you afford to bear the ups and downs of some investment options for their expected long-term benefits? Or would you prefer a more stable return from year to year? Please read the information about each investment option before making a choice.

Remember, previous investment performance is no indication of future investment performance.

Changing your Investment Options (Switching)

You can change your investment choice at any time and there is no fee for making the change. The easiest way to switch your investment option(s) is online through our secure website. Alternatively, you can change your investment choice by completing and returning an Investment Choice Application (available on our website or contact us for a copy).

AGEST's investment options at a glance

Option Name	Investment Timeframe (the minimum length of time a person has to invest)	Investment Risk (the possibility of a negative return as well as the variability in expected returns)	Growth / Defensive Asset Mix (Growth assets include shares and property. Defensive assets include cash and bonds)
Pre-Mixed Options			
			0% 100%
Growth	7 years +	HIGH Investment Risk	100% GROWTH Assets
Balanced	6 years +	MEDIUM Investment Risk	~80% GROWTH Assets, ~20% DEFENSIVE Assets
Moderate	5 years +	MEDIUM Investment Risk	~60% GROWTH Assets, ~40% DEFENSIVE Assets
Stable	4 years +	MEDIUM Investment Risk	~40% GROWTH Assets, ~60% DEFENSIVE Assets
Conservative	3 years +	LOW Investment Risk	~20% GROWTH Assets, ~80% DEFENSIVE Assets
Multi-Strategy	5 years +	MEDIUM Investment Risk	0% GROWTH Assets, 100% DEFENSIVE Assets
Single-Sector Options			
			0% 100%
Australian Shares	7 years +	HIGH Investment Risk	100% GROWTH Assets
International Shares (Hedged)	7 years +	HIGH Investment Risk	100% GROWTH Assets
International Shares (Unhedged)	7 years +	HIGH Investment Risk	100% GROWTH Assets
Listed Property	7 years +	HIGH Investment Risk	100% GROWTH Assets
Fixed Interest	3 years +	LOW Investment Risk	0% GROWTH Assets, 100% DEFENSIVE Assets
Cash	No minimum	LOW Investment Risk	0% GROWTH Assets, 100% DEFENSIVE Assets

- LOW Investment Risk
- MEDIUM Investment Risk
- HIGH Investment Risk
- GROWTH Assets
- DEFENSIVE Assets

AGEST's Default Option (Balanced)

If you do not make an investment choice, your account balance and any contributions will be invested in the default 'Balanced' option.

Description	The Balanced option is designed as the default investment option. It has a higher weighting to growth style assets such as shares and property. A person investing in the Balanced option is focused on long-term growth and can accept a medium level of risk.		
Investment Objective	To achieve strong returns over the long term by investing in a diversified mix of assets, primarily shares and property.		
Minimum Target Return	Consumer Price Index (CPI) plus 3.5% per annum after fees and taxes over the investment timeframe		
Investment Timeframe	7 years +		
Investment Risk	Medium – Negative returns (losses) expected in 3 out of every 20 years		
Strategic Asset Allocation	Investment sector	Strategic Asset Allocation %	Range %
	Australian shares	30	20-40
	Private equity	6	0-15
	Infrastructure	10	5-15
	International shares	26	15-40
	Unlisted property	10	5-20
	Absolute return	3	0-10
	Fixed interest	11	0-25
	Cash	4	0-10
	Total	100	



Further information about all of AGEST's investment options and switching arrangements is available on our website. You should read the important information about our other investment options before making a decision. Go to www.agem.com.au/pds.

The material relating to our investments may change between the time when you read this statement and the day when you sign the application form. The most up-to-date version of this document is always available on our website.

6 Fees and Costs

Consumer Advisory Warning (required by law)

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

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

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

You may be able to negotiate to pay lower contribution fees and management costs where applicable¹. Ask the fund or your financial adviser.



To find out more

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

The fees and costs shown below may be deducted from your AGEST account balance, from the returns on your investment, or from the fund assets as a whole.

You should read all the information about fees and costs, because they will reduce your account balance. You can use the information in the table below to compare fees and costs with other funds.

Type of Fee	Amount
Fees when your money moves in or out of the fund	
Establishment fee	Nil
Contribution fee	Nil
Withdrawal fee	Nil
Termination fee	Nil
Management Costs (The fees for managing your investment)	
Administration fee	\$6.50 per month (or \$78.00 per annum) PLUS 0.05% of your account balance (up to a maximum of \$250.00 pa)
Investment management fees for the <i>Balanced option</i> These are the costs for investing your superannuation. The figures shown are the estimated costs for the 2010/2011 financial year.	0.66% Comprised of 0.60% base costs plus 0.06% in Performance fees

¹ It is not possible to negotiate your AGEST fees.

Example of annual fees and costs for the Balanced investment option

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

Balance of \$50,000 with total contributions of \$5,000 during a year

Contribution Fees	Nil
Plus Management Costs*	0.70% + \$103.00 For every \$50,000 you will be charged \$350 each year, plus \$103.00 in administration fees regardless of your balance.
Equals Cost of fund	If you put \$5,000 during a year and your balance was \$50,000, then for that year you will be charged fees of: \$453. What it costs you will depend on the investment options you choose.

* The 0.70% cost comprises 0.66% investment costs and 0.04% for member protection costs. The \$103.00 cost comprises a flat dollar fee of \$78.00 and a 0.05% of account balance fee of \$25.00. The percentage of account balance fee is capped at \$250 per annum. When the cap is reached the administration fees of \$103.00 for every \$50,000 will reduce.

Member protection is the cost of protecting members with a small account balance from administration fees, as required by law. The cost varies from year to year and is usually quite small, ranging from 0.02% to 0.06%.

We reserve the right to alter our fees in the future. Changes to our administration fees will be reported to members 30 days prior to the new fee commencing.

The investment costs shown vary from year to year based on the investment manager line-up and asset allocation.

Fees for Financial Advice

AGEST members can seek fee-for-service advice through Industry Fund Financial Planning (IFFP) if they wish. IFFP will provide you with a quote for the cost of advice after considering your needs.



The investment management fee information shown for the Balanced option is also available for our other investment options. You should read further important information about our fees and costs before making a decision. Go to www.ages.com.au/pds.

The material relating to our fees and costs may change between the time when you read this statement and the day when you sign the application form. The most up-to-date version of this document is always available on our website.

7 How Super is Taxed

AGEST collects applicable taxes from your super account and pays them to the Australian Taxation Office (ATO) on your behalf.

Tax on investment earnings

Investment earnings by the fund are taxed at a maximum rate of 15%. This tax is deducted before the 'after fees and tax' returns are determined. The effective rate of tax for some of AGEST's investment options may be less than 15% if reduced by various tax credits on dividends or capital gains tax concessions.

Tax on contributions

The amount of tax deducted from contributions to your AGEST account will depend on the type and amount of contributions paid.

Concessional contributions include:

- > Contributions your employer makes for you;
- > salary sacrifice and
- > contributions for which you will receive a personal tax deduction.

A tax of 15% (or higher if we do not have your Tax File Number) is deducted from concessional contributions when they are received.

Non-Concessional contributions are contributions from after-tax income.

Generally, no tax is paid on non-concessional contributions.

Contribution limits

There are caps on the amount of superannuation contributions that are eligible for Government tax concessions. It's important that you know these limits as contributions above these caps may be subject to additional Government tax.

Concessional contribution limits

Your Age	Contribution Limit for 2011/2012	Additional Tax (on amounts exceeding the limit)
Under 50	\$25,000	31.5%
50 and over	\$50,000	31.5%

Non-Concessional contribution limits

Your Age	Contribution Limit for 2011/2012	Additional Tax (on amounts exceeding the limit)
Under 65	\$150,000 per annum or \$450,000 over 3 years on a roll-forward basis	46.5%
65 to 74	\$150,000 per annum	46.5%
75 and over	Non-concessional contributions cannot be accepted	N/A

Tax on withdrawals

Your AGEST account balance will contain one or two components:

- a *tax-free* component, comprised of non-concessional (after-tax) contributions, and
- a *taxable* component, comprised of concessional contributions plus investment returns (interest).

How much tax you will pay when you withdraw your super depends on the ratio of components in your AGEST account and your age.

COMPONENT	TAX TREATMENT on lump sum withdrawals
Tax-free component	Tax-free
Taxable component	Age 60+ <ul style="list-style-type: none">– Tax-free Age 55 to 59 <ul style="list-style-type: none">– Tax-free up to threshold (\$165,000 in 2011/12)– 15% tax plus Medicare levy for amounts over threshold Under age 55 <ul style="list-style-type: none">– 20% tax plus Medicare Levy

Important note: You cannot choose from which component you wish to withdraw. The component mix in the lump sum is calculated on the component proportions in your account at the time of the withdrawal. This also applies to rollovers from your AGEST superannuation account to another fund.

No tax is payable on transfers from your AGEST superannuation account to an AGEST pension account or to another superannuation fund or pension account.



Important Notice for 2011/2012:

The Government has introduced a **Flood Levy** which is payable by individuals with taxable income exceeding \$50,000. This includes taxable income and lump sum withdrawals from superannuation and pension accounts for those **under age 60**. The levy will apply as follows:

- 0.5% on taxable income between \$50,001 and \$100,000.
- 1% on taxable income above \$100,000.
- *There is no levy on taxable income below \$50,000.*

Some tax payers are exempt from the flood levy including those who received an Australian Government Disaster Recovery Payment (AGDRP) for a disaster that occurred in 2010/11. For more information please go to www.treasury.gov.au.



Providing us with your Tax File Number (TFN)

You should provide your TFN as part of becoming a member of AGEST. Advising us of your TFN is voluntary. We will use your TFN only for approved legislative purposes.

If you do not provide your TFN:

- You will be unable to make any personal after-tax (non-concessional) contributions.
- Concessional contributions may be subject to an additional 31.5% 'no-TFN' tax.
- It may be more difficult for AGEST to locate and amalgamate your superannuation benefits in the future.
- The ATO will be unable to pay you a Government co-contribution (if you are eligible) into your AGEST account.
- Your superannuation benefit may be taxed at a higher rate than necessary when you withdraw your benefit from the fund.



From time to time, the Government tax arrangements for superannuation may change. You will find general information about how super is taxed at www.ages.com.au/education

8 Insurance in your Super

Personal insurance covers your ability to earn an income through working. You can link personal insurance cover to AGEST so that your insurance premiums are deducted directly from your AGEST account.

This section provides a summary of AGEST insurance. For complete details, please read our Insurance Guide, available on our website. It contains important information about the insurance cover you are entitled to and will help you decide whether insurance in AGEST is appropriate for you.

Types of insurance cover available

AGEST offers three different types of insurance cover:

1. Death Only cover

Provides a lump sum benefit if you die or are terminally ill, payable to your dependents (or your estate).

2. Combined Death and Total and Permanent Disablement (TPD) cover

Provides a lump sum benefit if you die, payable to your dependents (or your estate) or a lump sum benefit payable to you if you become totally and permanently disabled.

3. Income Protection cover

Provides an ongoing income benefit paid to you monthly if you are temporarily disabled by illness or injury. The income benefit can be paid for periods up to two years, and you can choose from 30, 60 or 90 day waiting periods.

Unit based and fixed cover

When you apply for Death Only or Death and TPD cover, you can choose from Unit based or Fixed cover.

Unit based cover is for a fixed number of insurance 'units'. Generally, the premium for these units does not change over the life of the policy, but the lump sum benefit provided by each unit decreases as you get older.

Fixed cover is for a fixed dollar amount. While the amount of the lump sum benefit is fixed, the cost of the insurance premiums generally increases as you get older.

Insurance cover for new members

Insurance cover for new AGEST members generally commences automatically when an employer or salary sacrifice contribution is received.

This Automatic cover provides 10 units of combined Death and TPD cover and is subject to some conditions. The premium cost of \$2.50 per week is deducted from your AGEST super account.

Bonus cover

New members can apply for bonus insurance cover:

Death & TPD:

Add up to 20 additional units of cover without evidence of health.

Income Protection:

Apply for up to 85% of salary (to a limit of \$6,000 per month), by answering only five simple health questions.

Information about the bonus cover will be sent to you when we write to confirm your new AGEST account details.

Requests for bonus cover must be received by AGEST within 60 days from the date you are notified that your Automatic cover has commenced.

Changing your insurance cover

If you wish to apply for new or additional cover you will need to supply evidence of your health.

You must apply if:

- you would like cover above the Automatic or Bonus cover limits.
- you are applying for additional cover later than 60 days from the commencement of Automatic cover.
- you are not eligible for Automatic cover.
- you have previously opted-out of Automatic cover.

To apply for changed cover, complete the Application to Increase Insurance Cover form in our Insurance Guide.

Opt-Out of Cover:

If you would like to opt-out of (cancel) cover you must notify us in writing. Premiums will continue to be deducted from your account until we receive your instructions in writing.

If you cancel your Automatic insurance within 60 days of it commencing, you will receive a refund of any premiums already deducted.

If you wish to reduce or cancel your cover, complete and return the Insurance Reduction form in our Insurance Guide.



Information about Death Only, Death & TPD and Income Protection Cover:

You should read further important information about our insurance cover before making a decision. Go to www.ages.com.au/pds

The material relating to insurance in your super may change between the time when you read this statement and the day when you sign the application form. The most up-to-date version of this document is always available on our website.

9 How to open an account

You can join online at www.igest.com.au or you can use the *Member Application* that accompanies this booklet.

When you join AGEST, an account is established in your name. Contributions and rollovers into the fund are added to your account, and benefit payments, fees, taxes and insurance premiums (if applicable) are deducted from your account.

If you would like to commence an AGEST Pension, you should read our Pension PDS and complete our Pension Application available online or contact us for a copy.

Bring all your super together

You can keep all of your super in AGEST, meaning less fees and less confusion.

To transfer superannuation from your other accounts, simply complete the enclosed *Transfer your super form* and send it directly to your old fund for processing.

If you have more than one other super fund you wish to transfer to AGEST, you can download copies of this form from our website.

Contributions from your employer

Any employer (government or non-government) can make contributions to AGEST on your behalf. If they are not already contributing to AGEST for other employees, the employer can register online at www.igest.com.au/register

Employers do not have to pay any fees to register or make contributions to AGEST.

You can also use our Choosing AGEST brochure to tell your employer about AGEST and to request they send contributions to AGEST for you. You can download this form at www.igest.com.au/pds or contact us for a copy.

Cooling-off period

There is a cooling-off period if you do not receive contributions from an employer. During this period, you can cancel your membership by notifying us in writing. You must do this within 19 days of becoming a member or within 14 days of receiving confirmation of membership from us.

If you exercise your right to cancel your membership, preserved and restricted non-preserved amounts are rolled over to another approved fund of your choice and can not be paid directly to you.

The amount rolled over or repaid may be adjusted to allow for investment returns (positive or negative) and tax.

Privacy

AGEST handles your personal information with utmost care and in accordance with Privacy law. Our privacy policy is available at www.igest.com.au or by calling 1300 724 378.

Member Application

Please complete this form if you would like to join AGEST.
You can also join AGEST online at www.ages.com.au

1. Your Personal Details

Membership Number (if known)

Title (please tick)

Miss Ms Mrs Mr Dr

First name(s)

Family name

Date of birth

Gender

F M

Home phone number

Work phone number

Mobile phone number

Email address (work or home)

Home address

Suburb/Town

State/Territory

Postcode

Country (if not Australia)

Mailing address (if different to Home address)

Suburb/Town

State/Territory

Postcode

Country (if not Australia)

Your Tax File Number (TFN)

I understand that I do not have to provide my TFN, and that if I do provide it, AGEST will use it only for legally authorised purposes. See the AGEST PDS for the consequences of not providing your TFN.

My Tax File Number is

2. Investment Options

If you would like to make an investment choice, complete this section. If you do not complete this section, your account will be invested in the **Balanced option**.

I would like my existing account balance (if any) and all future contributions to be invested as follows: **(your choices must total 100%)**

Pre-mixed options

Growth %

Balanced %

Moderate %

Stable %

Conservative %

MultiStrategy %

Single-sector options

Australian Shares %

International Shares (Hedged) %

International Shares (Unhedged) %

Listed Property %

Fixed Interest %

Cash %

3. Non-Binding Death Benefit Nomination

Non-binding nominations tell AGEST who you would like to receive your superannuation benefit if you die. However, AGEST will make the final decision as to how and to whom your benefit is paid in accordance with superannuation law.

First Name

Family Name

Relationship

% of Benefit

TOTAL 100%

AGEST also allows members to make a Binding Death Benefit Nomination. For further details, please download a Binding Death Benefit Nomination form from our website.



This form can be used to transfer other superannuation to AGEST.

You will need to complete a separate form for each old account you wish to transfer to AGEST.

Things you need to consider when transferring your superannuation

When you transfer your superannuation, your entitlements under that fund may cease. You need to consider all relevant information before you make a decision to transfer your superannuation. If you ask for information, your superannuation provider must give it to you. Some of the points you may consider are:

- **Fees** – Your fund must give you information about any exit or withdrawal fees. If you are not aware of the fees that may apply, you should contact your fund for further information before completing this form. The fees could include administration fees as well as exit or withdrawal fees. AGEST does not charge any entry or deposit fees on your transfer in. Differences in fees funds charge can have a significant effect on what you will have to retire on. For example, a 1% increase in fees may significantly reduce your final benefit.
- **Death and disability benefits** – The fund you are transferring from may insure you against death, illness or an accident which leaves you unable to return to work. If you choose to leave the fund, you may lose any insurance entitlements you have. Other funds may not offer insurance, or may require you to pass a medical examination before they cover you. When considering a new fund, you may wish to check the costs and amount of any cover offered.

Important information

- If you do not complete all sections of this form, it may delay the transfer of your account balance or your old fund may reject your request.
- Before submitting this form, you may wish to check that all contributions into the other fund (eg from your employer) have been received. Under limited circumstances, your old fund may reject your request to transfer your full account balance. For example, if they expect to continue receiving employer contributions for you from an employer.
- If you are requesting the transfer of only a partial amount from your old fund, they may need to contact you if further information is required to process your request.
- After you have completed the attached form, you should send it to your old fund for processing. AGEST will write to you to confirm receipt of your rollover.

Important Tax File Number (TFN) information

- You are not obligated to provide your TFN to your superannuation fund. However, if you do not provide your TFN, your fund may be taxed at the highest marginal tax rate plus the Medicare levy on contributions made to your account in the year, compared to the concessional tax rate of 15%. Your fund may deduct this additional tax from your account.
- If your superannuation fund does not have your TFN, you will not be able to make personal contributions to your superannuation account. Choosing to quote your TFN will also make it easier to keep track of your superannuation in the future.
- Under the Superannuation Industry (Supervision) Act 1993, your superannuation fund is authorised to collect your TFN, which will only be used for lawful purposes. These purposes may change in the future as a result of legislative change. The TFN may be disclosed to another superannuation provider, when your benefits are being transferred, unless you request in writing that your TFN is not to be disclosed to any other trustee.

If you provide your TFN on the attached form, your old fund will generally pass this on to AGEST when the transfer occurs. However, you can also provide your TFN to AGEST by:

- logging into your account at www.agesst.com.au or
- calling us on **1300 724 378**.

Proof of Identity

In accordance with Government guidelines, you must provide proof of identity to enable a transfer between different superannuation funds.

One of the following documents only:

- driver's licence issued under State or Territory law
- passport.

OR

One of the following documents:

- birth certificate or extract
- citizenship certificate issued by the Commonwealth
- pension card issued by Centrelink that entitles the person to financial benefits.

AND

One of the following documents:

- letter from Centrelink regarding a Government assistance payment
- notice issued by Commonwealth, State or Territory Government or local Council within the past twelve months that contains your name and residential address. For example:
 - Tax Office Notice of Assessment
 - Rates notice from local Council

Certification of personal documents

All copied pages of ORIGINAL proof of identification documents (including any linking documents) need to be certified as true copies by any individual approved to do so (see below).

The person who is authorised to certify documents must sight the original and the copy and make sure both documents are identical, then make sure all pages have been certified as true copies by writing or stamping 'certified true copy' followed by their signature, printed name, qualification (eg Justice of the Peace, Australia Post employee, etc) and date. The following can certify copies of the originals as true and correct copies:

- a permanent employee of Australia Post with five or more years of continuous service
- a finance company officer with five or more years of continuous service (with one or more finance companies)
- an officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having five or more years continuous service with one or more licensees
- a notary public officer
- a police officer
- a registrar or deputy registrar of a court
- a Justice of the Peace
- a person enrolled on the roll of a State or Territory Supreme Court or the High Court of Australia, as a legal practitioner
- an Australian consular officer or an Australian diplomatic officer
- a judge of a court
- a magistrate, or a Chief Executive Officer of a Commonwealth court.

Have you changed your name or are you signing on behalf of another person?

If you have changed your name or are signing on behalf of the applicant, you will need to provide a certified linking document. A linking document is a document that proves a relationship between two (or more) names.

The following table contains information about suitable linking documents.

Purpose	Suitable linking documents
Change of name	Marriage certificate, deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office.
Signed on behalf of applicant	Guardianship papers or Power of Attorney.

Complaints

If you are dissatisfied with any aspect of the fund, please write to:

AGEST Complaints Officer

Level 3,
4 Riverside Quay,
Southbank VIC 3006

Alternatively, you can call AGEST
on 1300 724 378.

AGEST Super is committed to handling any complaints fairly and promptly. We aim to resolve all complaints within 90 days. If you are not satisfied with the outcome of our internal complaints resolution process, you have the right to take your complaint to the following free independent resolution body:

Superannuation Complaints Tribunal (SCT)
Locked Mail Bag 3060
GPO Melbourne 3001
Phone: 1300 884 114

For further information about the SCT, please see their website at www.sct.gov.au.

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Contacting your fund

If you have any questions about AGEST, please contact our customer service team.

Phone

1300 724 378 from 8am to 8pm EST weekdays
or + 61 2 4298 6011 if calling from overseas

Fax

1300 664 378
or + 61 2 4253 6108

Email

info@agest.com.au

Website

www.agest.com.au

Postal Address

Locked Bag 20 Wollongong NSW 2500

Useful AGEST Reference Numbers

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AGEST RSE Registration R1001556
AGEST Super Pty Ltd AFSL Licence 233 707
AGEST Super Pty Ltd RSE Licence L0000383

