

[Good] Super

Reference Guide

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09 July 2019 | Good Super (registration Number R1067897) is a sub-fund of the max Super Fund issued by Tidswell Financial Services Ltd (ABN 55 010 810 607, AFSL 237268, RSE L0000888) the Trustee of the max Super Fund (ABN 22 508 720 840)



The information in this document forms part of the Good Super (the Fund) Product Disclosure Statement (PDS) dated 01 July 2019 and will remain in force unless withdrawn by the Trustee. This PDS comprises 3 parts:

- Part 1 – Good Super – PDS;
- Part 2 – Good Super – Reference Guide (Guide); and
- Part 3 – Good Super – Insurance Guide.

Important Information

The Fund is administered in accordance with the trust deed and rules of the max Super Fund (ABN 22 508 720 840, RSE R1067897, MySuper Authorisation No. 22508720840514). The Fund is a regulated and complying super fund. Tidswell Financial Services Ltd ABN 55 010 810 607 Australian Financial Services Licence (AFSL) Number 237628 (Trustee), is the issuer and trustee of the Fund and is responsible for the contents of this Guide.

The information in this Guide is general information only and is not personal advice. In providing this information to you we have not taken into account your objectives, financial situation or needs. We recommend that you seek professional financial advice from a licensed adviser.

The information in this Guide may be updated or replaced at any time. Changes that are not materially adverse will be updated and made available on our website at www.good.com.au.

Significant benefits and risks

When you invest in the Fund you become a member of the Fund. You will become a member of the Fund while your super is in 'accumulation' phase.

Investing in the Fund assists you to save for your retirement in a tax effective environment. It enables you to tailor your investment strategies to your own needs and attitude to risk, as well as offering you a choice of insurance cover for Death (including terminal illness), Total and Permanent Disablement (TPD) and Income Protection.

You should be aware that if you leave the Fund within a few years of joining, you may get back less than the amount of contributions paid in because of the level of investment returns earned by your investment option(s) in the Fund, the fees and charges deducted from your account and the impact of tax. This Guide is based on current laws including laws affecting superannuation and may change at any time.

The Trustee wants to make the following information clear to you. The Trustee relies on a number of third parties for the provision of specialist services in respect of the Fund.

The performance of the Fund, the repayment of capital or any particular rate of return is not guaranteed by the Trustee, the investment managers, advisers, service providers or any of their associates. Investment markets do fluctuate. If the investment options you choose are not right for you, you may not achieve the goals you set. The Trustee recommends that

you consult a licensed financial adviser to assist you in constructing investment strategies specifically suited to your circumstances from the selection of strategies made available by the Trustee of the Fund.

Who should read this document?

This document is for everyone who wants to invest in the Fund where we take the complexity out of superannuation, so that you can get on with what matters to you.

Read this Guide together with all other parts of the PDS to make sure you understand all about the benefits, features, costs and risks of investing in the Fund.

You can obtain a copy of all parts of the PDS from our website at www.good.com.au. If you need help call Member Services on 1300 788 658.

1. HOW SUPER WORKS

The purpose of this section is to provide you with important information that you need to know to help you to understand your super and what you can do to try and help it grow faster.

1.1. Is Good Super for you?

The Fund may be for you if you require a superannuation account:

- a. to make personal contributions;
- b. for your employer to pay your employer contributions, including salary sacrifice contributions;
- c. if you are self-employed, to make superannuation contributions; or
- d. to consolidate other superannuation accounts.
- e. It is easy for you, your spouse and your employer to add money to your account. Alternatively, if you are retired you can use this account if you wish to leave your money in a tax-effective environment from which you do not have to regularly withdraw.

1.2. When and what money can be added to my superannuation account?

Money can be added to your account right up until you turn 65, whether you are working or not. Then, once you have worked 40 hours in any consecutive 30-day period in the current financial year. Once you turn 75, money cannot generally be added to your account, unless you are rolling money over from your other super funds - this can be done at any time.

There are some limits (known as 'contribution caps') that apply when adding money. For more information about contribution caps, refer to the table below under 'Limits'.

The types of money you can add to your account are detailed in the table below.

Contribution Type	Description	Limits
Employer	<p>In most cases, the law requires that your employer contribute a percentage of your ordinary time earnings (OTE) to your super (9.5% in the 2019/2021 financial years). This is called the Super Guarantee (SG). Your employer may be required to pay more contributions under an award or other industrial agreement.</p> <p>For your employer to start paying the SG into your account, simply sign and hand the Choice of Super Fund form to your employer. We will give you this form when you set up your account. If you later change employers, simply reprint the form available online, or call us and we will send you a copy.</p> <p>You may also be able to organise salary sacrifice contributions from your before-tax salary with your employer.</p>	<p>To qualify for the SG, generally, if you are over 18 years of age and earn over \$450 per month, your employer is required by law to make SG payments into your super.</p> <p>SG contributions are limited to a maximum amount payable per quarter based on a maximum OTE base of \$55,270 per quarter for the 2019/20 financial year.</p> <p>If you're under 18 you must meet these conditions and work more than 30 hours per week to be eligible for SG contributions.</p> <p>These types of contributions make up what is referred to as 'concessional contributions' (e.g. contributions that are made before income tax is deducted). The maximum concessional contribution that can be made is \$25,000.</p>
Personal & spouse contributions	<p>You and your spouse can make after-tax contributions to your account.</p>	<p>These types of contributions make up what is referred to as 'non-concessional contributions' (e.g. contributions that are made after income tax is deducted).</p> <p>The non-concessional contributions cap is \$100,000 per annum or you can use a 'bring-forward' arrangement to make non-concessional contributions of up to \$300,000 over 3 years if you are under age 65, which allows you to exceed the annual cap of \$100,000 for a given year in the 'bring forward' period.</p> <p>For individuals with a total superannuation balance greater than \$1.6 million at the end of 30 June of the previous financial year, any non-concessional contributions will be treated as excess non-concessional contributions. See 'Section 6.4 Tax Payable' for an explanation of the taxation of excess non-concessional contributions. If your balance is greater than \$1.4 million it will affect the 'bring forward' amount that is available to you.</p>
Money from other super funds	<p>You can transfer money from your other super funds at any time using our easy rollover service. You can access this service immediately after you have applied for your account, or later when it suits you.</p> <p>Before moving your money, you should consider whether you will incur any withdrawal costs, such as buy/sell spreads, in your other fund/s and how a transfer may affect any insurance</p>	<p>There are no limits applied to entitlements transferred from other complying superannuation funds into your Fund account.</p>

	<p>cover or other benefits you have in your other fund/s.</p>	
<p>Government co-contributions</p>	<p>The Government pays your co-contribution after:</p> <ul style="list-style-type: none"> • you have lodged your income tax return; • your super fund has lodged a Member Contributions Statement (MCS) for you (this is usually done after 1 July and before 31 October), and the Australian Tax Office (ATO) has received any additional information that they require and deem you eligible to receive a co-contribution. <p>Once this has been done your co-contribution should be paid into your super account within 60 days. The ATO will send you a letter confirming the details of your co-contribution.</p>	<p>To qualify for the Government co-contribution, your total income for the 2019/20 financial year must be less than \$53,564 and you must:</p> <ul style="list-style-type: none"> • make a personal after-tax contribution into your super account; • not be a temporary resident; • be under 71 at the end of the financial year; and • lodge a tax return for the financial year; and • have at least 10% of your total income for the financial year coming from employment-related activities, carrying on a business, or a combination of both. <p>The Government will match your personal contributions at a rate of 50% up to a maximum of \$500 in a financial year (i.e. based on a personal contribution of \$1,000) provided your total income is \$38,564 or less. The Government co-contribution will reduce by 3 1/3 cents for every dollar of total income in excess of \$38,564, reducing to nil once your total income reaches \$53,564 in a financial year.</p> <p>In order to be eligible your superannuation balance on 30 June of the previous year must be less than \$1.6 million and your non-concessional contributions cannot exceed your non-concessional contributions cap for that year.</p> <p>You do not need to claim this contribution; provided you meet the above criteria, the ATO will determine your entitlement and remit it to your super account.</p>
<p>Contributions relating to CGT small business concessions</p>	<p>You may contribute certain proceeds from the disposal of qualifying small business assets. Such a contribution must be made no later than the day you are required to lodge your tax return for the financial year in which the Capital Gains Tax (CGT) event occurred or 30 days after the day you received the capital proceeds, whichever is later.</p> <p>Where the capital proceeds are received and contributed in instalments, each instalment is a separate contribution which must be made within the above time frames.</p> <p>You must notify the Trustee when the contribution is made that you are electing to use the CGT cap for all or part of the contribution by providing and completing the election form from the ATO. You should seek professional advice about whether your contributions qualify for the CGT cap.</p>	<p>Contributions made from the proceeds from the sale of qualifying small business assets make up what is referred to as your 'non-concessional contributions' (see 'Personal & spouse contributions') unless they count towards cap (\$1.515 million in 2019/20 financial year).</p> <p>You should seek professional advice about whether your contributions qualify for the CGT cap.</p>

1.3. Eligibility rules for accessing superannuation

What are the preservation rules and when can I access my superannuation?

Super is designed so that you cannot access it until you meet a condition of release (see below). In return for tax concessions, the Government has placed restrictions on when you can access your super benefits. These restrictions are known as the preservation rules.

Conditions of release

Access to your super is possible when one of the following has happened:

- a. You turn 65;
- b. You have retired from work and reached your preservation age;
- c. You have reached preservation age and wish to commence a transition to retirement account; or
- d. You cease an employment arrangement on or after the age of 60.

Your preservation age is 60; unless you were born on 30 June 1964 or earlier, as outlined in the table below:

Date of birth	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
After 30 June 1964	60

If you have reached your preservation age and you are aged less than 60, you will be classified as retired if you do not intend to become gainfully employed again for ten hours or more per week. If you have reached your preservation age and you are aged less than 60, you will be classified as retired if you do not intend to become gainfully employed again for ten hours or more per week.

After turning 60, if you leave an employment arrangement, you will be able to access your super benefits, even if you decide to go back to work.

Early release of all or part of your super may also be permitted in the following circumstances.

1.4. If you suffer permanent incapacity

Permanent incapacity means ill-health (whether physical or mental) which the Trustee is reasonably satisfied makes it unlikely that you will engage in gainful employment for which you are reasonably qualified by education, training or experience. If you think this may apply to you, then early release of your super may be allowed.

In addition, if you have insurance with your Fund account you may also be eligible for a payout of your insurance cover subject to satisfying the insurer's claim requirements and the applicable definition of total and permanent disablement ("TPD") under the policy.

If you believe you are permanently incapacitated and decide to make an application for the early release of your super on the basis of permanent incapacity, you will initially need to fully complete and return a Benefit Payment Request form. You will then be provided with the necessary additional forms and details of what evidence you will need to submit to progress your claim, including for any insured TPD benefit. Please also refer to the Insurance Guide for more information.

1.5. If you die

Your beneficiaries may access your benefits if you die.

See 'Section 2.2 Death Benefit Nomination' for information on nominating beneficiaries.

1.6. If you have a terminal medical condition

You may access your super benefits if you suffer from a terminal medical condition. In this situation you can access your account balance early if you get certification from two registered medical practitioners that you have less than 24 months to live, however at least one of the registered medical practitioners must be a specialist practising in an area relating to your illness or injury. The medical certificates are valid for a period of 24 months from the date of certification. Please also refer to the Insurance Guide for more information.

Warning: there could be significant consequences to accessing your super early i.e. it could mean that you forfeit eligibility for insured benefits through the Fund.

1.7. You are experiencing severe financial hardship

If you are having difficulty meeting reasonable and immediate family living expenses and are receiving Commonwealth income support payments, you may qualify for the early release of part of your super. To find out all the requirements and apply to have your super released you will need to complete and return to the Trustee a Financial Hardship Benefit Release form.

1.8. Compassionate grounds

You can apply through the Australian Taxation Office (ATO) for the early release of part of your super on compassionate grounds. This may be considered to cover expenses related to you or your dependants relating to:

- a. a serious medical condition;
- b. the prevention of the forced sale of your home by your mortgagee;
- c. the modification of your home or vehicle to accommodate a severe disability;
- d. palliative care; or
- e. funeral expenses for a dependant.

The amount of super that can be paid to you on compassionate grounds is limited to what is reasonably needed to cover the relevant expenses. To find out more information and to apply for the early release of your super you will need to contact Member Services on 1300 788 658, who will assist you in your application to the ATO.

1.9. Departing Australia Superannuation Payment (DASP)

To qualify for a DASP, you need to have worked in Australia while visiting on an eligible temporary resident visa. You can have your super paid to you once you leave Australia and your temporary resident visa has expired or been cancelled.

More information and eligibility criteria are available from the ATO website www.ato.gov.au.

1.10. Unclaimed money

In some circumstances, if an amount is payable to you and the Trustee is unable to ensure that you can receive it, the Trustee may be obliged to pay the amount to the ATO on your behalf (see 'Section 8.4 Lost Members').

If your account balance is transferred you will be able to reclaim it from the ATO.

If you are a temporary resident and the holder of a temporary visa under the Migration Act 1958, the Australian Government requires the Fund to pay temporary residents' unclaimed super to the ATO after at least 6 months have passed since the later of:

- a. the date a temporary resident's visa ceased to be in effect; and
- b. the date a temporary resident permanently left Australia.

The ATO identifies and informs the Fund of the impacted members on a twice yearly basis. Once your benefit has been transferred to the ATO you will need to claim it directly from the ATO. You may not be issued an exit statement in this circumstance.

If you are a temporary resident and your benefit has not yet been transferred to the ATO, you can claim it from us under the DASP regime. Full information regarding DASP procedures and current taxation rates can be found at www.ato.gov.au.

Need help?

It's strongly recommended that you consult a licensed financial adviser to assist you in understanding how super works to ensure you can take advantage of the benefits of joining the Fund. Alternatively, contact Member Services on 1300 788 658 for information of a general nature.

2. BENEFITS OF INVESTING WITH GOOD SUPER

2.1. Benefits of investing with the Fund

Most Australians as they move through life typically have two concerns, which are:

- a. how, and will, I have the ability to accumulate sufficient funds to ensure a comfortable retirement; and
- b. how do I make my hard earned nest egg last while allowing dignity in retirement?

The success of any superannuation facility will largely be dependent upon the ongoing investment performance achieved and the underlying flexibility to make changes as circumstances require.

To gain the full benefits of investing with the Fund, you should do the following:

- a. Read the current PDS together with all the other supporting documents that make up the PDS.
- b. Complete an application which will allow you to select many of the features offered by the Fund. Applications to join can only be completed online through our website: www.good.com.au.
- c. Consider the insurance cover for Death/ Terminal Illness, TPD and Income Protection. Refer to the Insurance Guide for details.
- d. Nominate a beneficiary, who is someone that will receive your benefits in the event of your death.

2.2. Death Benefit Nomination

It is important to leave clear instructions should the worst happen. The Fund offers you two death benefit nomination options:

- a. a binding death benefit nomination; or
- b. a non binding death benefit nomination.

You can only make one of the above types of death benefit nominations in respect to your Fund account.

In the event you make both types of death benefit nominations, a binding death benefit nomination will take precedence over a non-binding death benefit nomination.

You should be aware that different tax laws apply to different beneficiaries. If you are unsure about your decision, please discuss this with your financial adviser.

Details of your nominated beneficiaries and the type of nomination you have made (if any) will be listed on your annual member statement.

2.3. Binding nomination

If you provide us with a binding nomination that satisfies all legal requirements, subject to our accepting the nomination, we must pay your death benefit to the beneficiary(ies) you have nominated and in such proportions as you have specified, provided:

- a. each nominated beneficiary is a dependant or your legal personal representative at the time of your death; and
- b. your binding nomination is in writing and two persons over 18 years of age who are not nominated beneficiaries have witnessed you signing your nomination on the same day

A valid lapsing binding death benefit nomination will expire three years after the date it's signed (or last confirmed or amended).

2.4. Non-binding nomination

If you provide us with a non-binding nomination, your nomination is not binding on the Trustee and only provides a guide as to how you would like your death benefit to be paid, provided:

- a. each nominated beneficiary is a dependant or your legal personal representative at the time of your death;
- b. you have not married, entered a de facto or like relationship with a person of either sex or permanently separated from your spouse or partner since making your nomination; and
- c. your non-binding nomination has not been revoked and is not defective for any reason.

It is important to note that a non-binding nomination will not override a previous, valid binding nomination made by you. If you have already made a binding nomination you must revoke it first and then make a non-binding nomination.

Download the 'Beneficiary Nomination' form from the website www.good.com.au or find out more by calling Member Services on 1300 788 658.

3. RISKS OF SUPER

All investments carry some level of risk, including superannuation investments. It is important to understand what these risks are.

It is important to remember that generally super is a long-term investment with the aim of either building a nest egg for your retirement or ensuring you will have sufficient funds to pay yourself a pension throughout retirement. So remember the performance of your investment should be judged over the longer term rather than being influenced too much by short term performance.

If you make a hasty decision and change your investment strategy without having a sound longer term plan, you may do your retirement savings more harm than good.

3.1. Some key investment principles

In considering investment options, matching your time horizon with appropriate investments is critical. Please refer to the suggested minimum timeframe for each investment option. Typically, higher potential returns from investments are compensation for taking on greater risk and the time in an

investment is an important dimension in assessing risk. Risk factors such as the risk of capital loss and erosion of returns from inflation are influenced by the type of investment or asset class and the length of time that the investment is held. Each asset class has a different level of expected risk and return as outlined below.

3.2. Asset class risk

Asset classes are the building blocks of your investments and are commonly grouped as defensive or growth depending on their different characteristics.

The different characteristics of growth and defensive assets are outlined below:

	Defensive	Growth
Types of assets	Cash Fixed Income	Shares
Risk / Return characteristics	Lower returns and less volatility over the long term than growth assets.	More volatility and risk than defensive assets, however with a higher potential return over time.
Within a portfolio	Stabilise and diversify returns	Deliver higher growth over the long term

Generally, the higher potential returns of an asset class, the higher the risk associated with that asset class.



As shown in the table above, shares are a growth investment and tend to exhibit higher returns over time but at a higher risk. In contrast, cash and fixed interest are seen to carry lower levels of risk but with a lower potential long-term return. It is important to remember that returns may not always be positive, regardless of the asset class in which you are invested.

In the table below, we have detailed how some risks may affect an asset class:

Type of asset class	Description of asset class
Cash	Cash is typically defined as short term fixed interest securities with a maturity date of less than one year. Cash investments offer a low level of risk but are likely to provide the

	lowest return of all asset classes over the long term.
Fixed interest	Fixed interest investments are monies invested in debt securities issued by governments, banks or corporations and are exposed to the credit risk of the issuer of the securities. Fixed interest securities typically pay interest at specified dates and repay the principal amount at maturity. Fixed interest securities typically trade in secondary markets. Tradeable fixed securities that are priced daily show some volatility but of a lesser magnitude than shares.
Shares	<p>Shares represent part ownership of a company. Shares are typically divided into:</p> <ul style="list-style-type: none"> • Australian based companies; and • international companies. <p>Owning shares can provide both capital growth and income in the form of dividends. Shares that are listed or traded on a stock exchange fluctuate in price whenever there is a trade. The price can move considerably and frequently over the course of a day reflecting changes to general economic factors such as inflation, interest rates and changes in market conditions together with sentiment and the performance of the company itself. Share investments offer a high level of risk and high potential return over the long term compared to cash or fixed interest.</p>

3.3. Diversification

Diversification means spreading investments across different asset classes, fund managers and investment strategies. The aim is to reduce the overall portfolio risk.

A well-diversified portfolio smooths out the returns from the component investments.

A diversified investment portfolio typically falls into one of three categories:

- growth oriented - invests mainly in assets aiming to provide a higher return but with higher risk. Typically asset classes include shares, property and some types of alternative assets.
- growth and defensive mix - invests in a mix of all major asset classes aiming to deliver a moderate return with a moderate risk level.
- defensively oriented - invests mainly in assets aiming to provide a modest return with lower risk. Typically asset classes include fixed interest, some types of alternative investments and cash. Defensively oriented portfolios may also include some growth assets.

In Good Super, each of the themed, equity-based investment options has the same allocation to Australian and international equities. Members are required to nominate what portion of their super is to be allocated to the Income investment option to provide a level of diversification. Members may choose an allocation from 0-100% depending on their appetite to risk. Once this allocation is made, members have an opportunity to change their weighting to the Income investment option at any time by completing a Change of Investment online in the Member Portal. Buy/sell spreads apply.

3.4. Investment risk

Risk is an inevitable part of investing. Even money sitting in the bank is not entirely without risk. All investors face a number of investment risks. Many factors influence an investment's value. These include but are not limited to:

Type of risk	Explanation of risk
Asset class	The risks that affect each individual asset class. There are five broad asset classes and the risks that typically impact each of these classes are discussed in 'Section 3.2 Asset class risk'.
Compliance	The risk that the Fund will lose its complying status and therefore lose its associated tax concessions. We manage this risk by ensuring that the Fund is administered professionally and that it operates in accordance with the requirements of the Trust Deed and super law.
Counterparty	The risk that a party to a contract cannot meet its obligations under the contract, having a negative effect on the value of the investments.
Credit	The risk that an investment option may be affected by another party defaulting on its loan obligations.
Currency	The risk that some of the underlying investments may be impacted by fluctuations in the valuation of the Australian dollar against other currencies.
Exchange	The risk that increases and decreases in the currency of countries in which an investment option invests may affect the value of your investment.
Fraud	The risk that fraudulent activities may impact on, or reduce, your benefits. The Trustee manages this risk by

	ensuring that the fund managers are insured and by putting controls and safeguards in place.
Index tracking error	Risk that the performance of the product differs from the performance of the index (including due to fees and costs).
Inflation	The risk that inflation may exceed the return on an investment.
Interest	The risk that changes in interest rates may have an impact on the value of your investments.
Liquidity	The risk that a lack of demand for an investment makes that investment harder to sell when you want to sell that investment. By way of example, direct investments in the property market have greater liquidity risk in comparison to listed property trusts or the share market.
Legislative	The risk that the Government may change laws or regulations which may impact the value of your investments or when you are able to access your funds.
Market	The risk that economic or political factors may trigger a change in the value of your investment.
Operational	Investing in a collective investment vehicle, such as a superannuation fund, carries with it the operational risks of that vehicle. The Trustee may not properly implement the investment options.
Political risk	The risk that political change may affect the taxation or value of certain assets held.
Specific (or individual investment)	The risk that a particular asset in which a fund manager invests may fall in value due to factors specific to the asset, such as changes to the internal operations of a company. Specific risk is managed by holding a diversified portfolio of assets within one fund.

Any investment option(s) you choose may be exposed to any one or more of the above risks and these risks need to be considered when determining the investment strategy that is best for you.

The aim of super is to deliver sufficient funds for your retirement. Saving for retirement is a long-term strategy that generally takes the best part of 10, 20, 30 or more years to realise, which is why the performance of your super should be judged over the long term.

It's important not to focus on the returns made in a single year. Instead, try to ride the market's short-term highs and lows and stick with your long-term investment plans to reach your objectives.

We recommend that you talk to your adviser to determine whether the investments offered within the Fund are suitable to you.

Please note that none of the performance of the Fund, the repayment of capital or any particular rate of return is guaranteed by the Trustee, the investment managers, service providers or associated companies of the parties mentioned in this PDS. Investment markets do fluctuate. Past investment performance should not be taken as an indication of future performance. If the investment option/s you choose is/are not right for you, you may not achieve the goals you set.

3.5. Opportunity and timing risk

There is a minimum investment threshold of \$100,000 for each of our themed investment options. This does not mean that you must invest \$100,000 to be eligible to select one of the themed investment options. It means we are unable to implement your investment selection into a themed investment option unless and until there is at least \$100,000 to invest into that option, available from all investors. In the interim, if you provide us with investment instructions into a themed investment option we will invest your account balance in a cash management fund, until we receive investment instructions from other members that in total meet at least \$100,000. If we do not achieve the minimum investment threshold of \$100,000 within (3) three months of receiving your investment instructions, we will transfer your account balance to the Good Super investment option. We will notify you at the end of 3 (three months) where we have been unable to comply with your request and are therefore required to transfer your account balance to the Good Super investment option.

Example:

John decided to join Good Super on 4 January and requests a rollover of \$50,000 from his existing fund to be placed in the Environment investment option. As the threshold of \$100,000 has not been met, his money will be defaulted into a cash management fund until the threshold is met.

Julie decides to join Good Super on 18 January and arranges for fortnightly contributions of \$10,000 to be made to the Fund and selects the Environment investment option. Her money will be placed in a cash management fund until the threshold is met.

Jacob also decides to join Good Super on 18 March and arranges a rollover of \$45,000 to the Fund and nominates the Environment investment option. When his instructions are

processed, his money is placed in the Environment investment option and John and Julie's investment is moved from the cash management fund into Environment investment option.

We strongly recommend that you seek professional financial advice to help you understand investment risk and work out which investment option(s) will best suit your own circumstances.

4. HOW WE INVEST YOUR MONEY

The Fund offers a range of themed investment options to help you reach your retirement goals, with flexibility to change your investment options. Currently, you are only permitted to select one themed equity investment option investment, but this may change in the future.

Each of the themed investment options is invested in a mix of Australian and international equities. Each of the themed investment options has the same percentage allocation to Australian and international equities. All themed investment options apply a base level environmental social and governance (ESG) screen followed by a specific cause screen, as identified in 'Section 4.2 Themed Equity Investment Options'.

Once you have selected an investment option based on the particular cause you wish to support, you may nominate an allocation of your account to the Income investment option, depending on your attitude to risk. The allocation ranges are between 0 to 100%.

The outcome of the risk tolerance exercise may result in you having an exposure to one or either of (a) themed investment option, and (b) a residual portion in the Income investment option.

Details of each of the themed equity investment options and the Income investment option are set out below.

When selecting your investment options and risk category, you consent to Good Super periodically rebalancing your account (assessed quarterly) to maintain your chosen risk category within a range of +/- 5%. There are no administration charges but rebalancing is processed using the sell (or exit) price of units being sold and the buy (or entry) price of units being purchased. A buy/sell price differential may apply, which is representative of the cost to members in buying and selling of the underlying assets with respect to the chosen investment option(s).

The options available are as follows:

Defensive Option	Growth Options (Equity Themes)*
Income	Ethical Environment Women Pride Animals

* You may only choose one selection within the range offered under the equities themes.

4.1. Income Investment Option

Investment Strategy	This Income investment option offers broad market-like exposure to defensive assets through Exchange Traded Funds which will have exposure to underlying assets such as investment grade bonds (both domestic and international) and cash. The Income investment option implements no specific ESG or ethical screens to the portfolio.		
Investment Objectives	The Income investment option aims to achieve returns that are at least 0.5% p.a. more than inflation (CPI) over a minimum 2-year time frame.		
Mix of Asset Classes	Asset Class	Asset Allocation	Asset Allocation Range
	Fixed Interest	50%	40 to 80%
	Cash	50%	40 to 80%
Minimum Suggested Investment Time Horizon	2 years		
Standard Risk Measure	Risk Level: 2 Risk Label: Low Probability of a negative return: 0.5 to less than 1 years in a rolling 20-year period.		

4.2. Themed Equity Investment Options

The following table provides the key feature for each of the themed equity investment options.

Investment Option	Key Features
Ethical	This investment option is suitable for members seeking to invest in a broad ethical growth investment portfolio. Companies with a material exposure (> 10% of revenues) in the following industries or practices will be excluded: Tobacco Weapons and armaments Gambling Alcohol Pornography Human rights abuse

Environment	<p>This investment option:</p> <ul style="list-style-type: none"> Removes companies who conduct fracking or support those activities as identified by Market Forces, Removes Adani and companies associated with Adani's Carmichael Project as identified by Market Forces, and Will exclude companies with a rank lower than 3 by the 'Forest 500 Project' based on the company's policies and actions towards combating deforestation. <p>The Forest 500 Project is a platform run by the Global Canopy Programme that scores companies, financial institutions, and jurisdictions on a scale of 0-5 based on their policies and actions addressing potential deforestation.</p>
Women	Women will overweight investments in companies who contain a higher than average number of female board members, executives and managers.
Pride	This option will use the Human Rights Campaign Corporate Equality Index (which measures including sexual orientation and gender identity in the company's non-discrimination policy, domestic partner benefits, transgender-inclusive benefits, organisational LGBTQ competency, and public commitment to the LGBTQ community) and overweight those companies rated highly while excluding those who rate poorly.
Animals	This investment option will screen out companies who produce or sell meat or that conduct testing on animals.

Key Features	Refer to previous table
Investment Strategy	The themed equity investment options will generate broad market exposure in growth assets through Australian and international equities whilst enabling members exposure to ethical and ESG leading companies aligned with the

	investment theme. It is intended for investors who are investing for a minimum 10-year timeframe.		
Investment Objectives	The themed equity investment options aim to achieve returns that are at least 5.0% p.a. more than inflation (CPI) over a minimum 10-year time frame.		
Asset Class	Strategic Asset Allocation	Asset Allocation	Asset Allocation Range
	Australian Shares	50%	20 to 80%
	International Shares	50%	20 to 80%
	Cash	0%	0 to 10%
Minimum Suggested Investment Time Horizon	10 years		
Standard Risk Measure	Risk Level: 6 Risk Label: High Probability of a negative return: 4 to less than 6 years in a rolling 20-year period.		

4.3. Standard Risk Measure

When determining the risk level of each of the investment options, the Trustee has adopted the Standard Risk Measure approach.

The Standard Risk Measure is based on industry guidance to allow you to compare investment options that are expected to deliver a similar number of negative annual re- turns over any 20-year period.

The Standard Risk Measure is not a complete assessment of all forms of investment risk - for instance, it does not detail what the size of a negative return could be or the potential for a positive return to be less than you may require to meet your objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return.

You should ensure that you are comfortable with the risks and potential losses associated with your chosen investment options.

The Standard Risk Measure is set out in the table below.

Asset Class	Strategic Asset Allocation	Estimated number of Negative Annual Returns over any 20 Year Period
1	Very Low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to Medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to High	3 to less than 4
6	High	4 to less than 6
7	Very High	6 or greater

4.4. Investment manager monitoring

The Trustee has appointed OpenInvest Co to implement the Fund's investment strategy.

The Trustee maintains ongoing monitoring of the investment manager and options provided by the Fund to ensure that the investment manager's characteristics and consequential performance continue to be in line with expectations.

4.5. Benefits that may be derived by a related party of the Trustee from the appointment of OpenInvest

The Trustee has appointed OpenInvest Co as investment manager to the Fund as it believes it is best placed to manage the investment portfolios for the Fund. Related parties of the Trustee may have ownership in and/or receive a benefit in the way of equity or warrants in OpenInvest Co based, upon several factors.

4.6. Socially responsible investing

Good Super takes into account labour standards, environmental, social and ethical considerations in the selection, retention or realisation of investments. All themed investment options apply a base level environmental, social and governance (ESG) screen followed by the specific cause screen, as identified in 'Section 4.2 Themed Equity Investment Options'. There is no ESG screen applied to the Income investment option. For further information please visit www.good.com.au.

4.7. What else do you need to know about investment?

- a. How are your investments calculated?
Your super account balance is made up of a number of units in each of your chosen investment options.
- b. What are units?

A unit provides a measure of your share of a given investment option. It's determined by dividing the net assets of each investment option into units of equal value. Units are not transferable.

- c. Calculation of unit prices

Unit prices are calculated on a weekly basis, or more regularly when appropriate, up to six decimal places.

Where a discrepancy exists between the allocation or redemption of units and the amount to be paid or received, the Trustee may issue or redeem a fraction of a unit as appropriate. A fraction of a unit is equal to the value of the proportion it represents of the unit as a whole.

The net asset value of an investment option reflects the value of the underlying assets of that option less any liabilities, provisions for taxation and other related expenses.

An allowance for the underlying fund's buy-sell spread may be made when determining unit prices. Any rise or fall in unit prices is dependent on the fluctuations of the underlying value of the investments in each investment option. See 'Section 5 Fees and Costs' for further information on the buy-sell spread.

- d. Which unit price will be used to process your transaction?

When a contribution is made, units in the respective investment options are allocated by the Trustee at the buy price. Accordingly, when a withdrawal is made and fees, taxes (if any) and insurance premiums (if any) are paid, the Trustee will redeem an appropriate number of units in a specific investment option at the given sell price.

Contributions, rollovers and transfers will generally be processed at the unit price on the day funds are received or as soon as practicable thereafter. Unit prices in respect of benefit payments, fees, insurance premiums or tax will be those applicable at the time the transaction is processed.

The investment manager(s) can only allocate unit prices once it receives all information necessary to invest from the Trustee on your behalf. As a result, the investment manager(s) reserves the right to suspend the trading of units at times when it feels it is unable to calculate unit prices in a manner that is equitable to all unit holders holding units in a specific investment option.

Please note that generally investment manager(s) reserve the right to suspend the redemption of units in the event of significant market movements and/or where they are unable to realise enough of the

underlying assets of a particular investment option.

e. Switching your investment options

Once you have selected an investment strategy you can change it at any time by giving written notice to the Fund. A switch will be effected as soon as reasonably practicable upon receipt of a valid instruction, subject to any threshold investment constraint required to fund that particular investment option. The current threshold requirement for all themed equity investment options is \$100,000.

There are no administration charges levied with respect to investment switches. Investment switches are processed using the selling (or exit) price of units being sold and the buying (or entry) price of units being purchased. A buy/sell price differential may apply, which is representative of the cost to members of the buying and selling of units.

f. Changes to investment options

The Trustee may, in its discretion from time to time, change the available investment options and add or remove investment options. The Trustee may also switch your investment options as a result of any changes. You will be provided with written notice of any changes to investment options.

5. FEES AND COSTS

This document shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment, or from the assets of the Fund as a whole.

Other fees, such as activity fees, and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry fees and exit fees cannot be charged.

Taxes, insurance fees and other costs relating to insurance are set out in another part of this document.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

All fees and costs are shown gross of income tax or contribution taxes (but including GST and any applicable stamp duty) and net of any applicable reduced input tax credits. We do not reduce fees by any income tax deduction we or an interposed vehicle may be able to claim.

Fees charged to superannuation members

If the balance of your account at the end of an income year is less than \$6,000, the administration fees, investment fees and prescribed costs that can be charged for that account annually will be capped at 3% of the balance in that account.

If we have charged you more than the capped amount, we will refund the excess within 3 months of the end of financial year.

5.1. Fees and other costs for all Investment Options

Type of fee or cost*	Amount	How and when paid
Investment fee ¹	0.23%	Deducted from the assets of the Fund before unit prices are calculated
Administration fee ¹	\$1.50 per week Plus 1.40% p.a.	Deducted from your account on a monthly basis.
Buy-sell spread	0.15% / 0.15%	Deducted on a transactional basis every time units in an investment option are bought and sold.
Switching fee	Nil	Not applicable
Advice fees relating to all members investing in a particular investment option	Nil	The Trustee does not permit adviser fees to be deducted from member balances in relation to this product.
Other fees and costs ^{2*}	The amount payable will depend on each member's personal circumstances	Please refer to 'Section 5.3 Additional Explanation of Fees and Costs' below.
Indirect cost ratio ^{1**}	0.02%	Deducted from the underlying assets of your investment and reflected in the unit price of your chosen investment option(s).

¹ If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

² Activity fees may also apply (i.e. insurance administration fees and fees that you have consented to the Trustee deducting from your account). See 'Section 5.3 Additional Explanation of Fees and Costs' below for a detailed explanation.

* See Section 5.4 'Defined Fees and Costs'

** The indirect cost ratio (ICR) shown above is indicative only. The actual amount you will be charged in subsequent financial years is not currently known and could be different. See the section 'Additional Explanation of Fees and Costs' in this Guide.

5.2. Additional explanation of fees and costs

Administration fee	The administration fee of \$1.50 per week plus 1.40% p.a. covers the costs of administering and operating the Fund, including marketing expenses. It includes the costs of the product that are paid from an expense reserve which has been funded from the accounts of members and/or the assets of the Fund.
Advice fee	The Fund does not pay commissions to financial advisers. Phone based general advice to members about their Fund account is provided at no additional cost. Warning: If you receive personal advice from a financial adviser you may be charged a fee. This fee varies based on the type of financial advice, but you will be told the fee before you receive the advice and the amount of the fee will be set out in the Statement of Advice the financial adviser will give you. The Trustee does not permit adviser fees to be deducted from member balances in relation to this product.
Buy-sell Spread	Investment managers may impose different buying and selling prices in respect of the investments they manage. The buy-sell spread is the difference between the buying and selling price of a unit. Its purpose is to recover costs associated with the buying and selling of investments. The buy-sell differential is 0.15% / 0.15%. The charge is incurred at the time of buying or selling units and is an additional cost to investors. The Trustee will be both buying and selling units in investments on the same day and intends to deal as a net buyer or seller of units on a given day. As a result, a profit may arise equal to the differential of the units netted off for a particular day. The Trustee will retain any profit made as part of its remuneration.
Expense Recovery Fee	The Trustee is entitled to be reimbursed for expenses incurred in operating the Fund generally, where such expenses are properly incurred. Expenses may include the payment of statutory charges, licensing fees, registry costs, audit fees, legal fees,

	statutory compliance costs, government duties, the cost of reports and various other disbursements. The amount charged is the actual amount of the expense incurred. These expenses may be passed on to all members in the Fund in accordance with superannuation law.
Holding account	Any interest remaining after bank fees is retained by the Trustee as part of its remuneration to offset administration costs.
Indirect cost ratio (ICR)	Indirect costs are any amounts that have reduced or will reduce (whether directly or indirectly) the return on a product or an investment option, or reduce the amount or value of the income of or property attributable to an interposed vehicle in or through which the property attributable to a product or investment option is invested, and that are not charged as a fee.
Insurance Commissions	No commissions are payable on automatic insurance cover (if you are eligible).
Insurance fees	You can obtain information regarding Death, Terminal Illness, TPD and Income Protection insurance premiums (costs) from the Insurance Guide or by contacting your adviser or by calling Member Services on 1300 788 658. Insurance premiums are deducted from your account. Your insurance premiums are used to cover the cost of TPD and Income Protection as well as the cost of its administration. 15% of the TPD and Income Protection insurance premiums are retained by the Trustee and/or Good Super's Promoter and goes towards the administration cost of providing insurance. 5% of the Death insurance premiums are retained by the Trustee and/or Good Super's administrator and goes towards the administration cost of providing insurance.
Other fees	Fees may be charged for extraordinary services required by members. Extraordinary the processing of hardship requests.
Performance fee	The Trustee does not charge a performance fee. The underlying investment manager's fee, may include a performance related fee, which is a fee paid to investment managers for performance over agreed benchmarks.

Request for information by a member	Nil
Taxation	Please refer to the 'Taxation' section for the impact of taxation on contributions, fund earnings and benefit payments.

The Trustee may increase its member fees each financial year by the Consumer Price Index (CPI) weighted average for all Australian capital cities with effect from 1 July each year. The CPI each year will represent the percentage change from the corresponding June quarter of the previous year for the weighted average of eight capital cities.

The Trustee will not increase member fees in excess of CPI without 30 days' prior written notification to you (other than Government fees and taxes).

5.3 Defined fees

Type of fee	Definition
Activity fee	<p>A fee is an activity fee if:</p> <ul style="list-style-type: none"> the fee relates to costs incurred by the Trustee that are directly related to an activity of the Trustee; that is engaged in at the request, or with the consent, of a member; or that relates to a member and is required by law; and those costs are not otherwise charged as an administration fee, an investment fee, a buy-sell spread, a switching fee, or an insurance fee.
Administration fee	<p>An administration fee is a fee that relates to the administration or operation of the Fund and includes costs that relate to that administration or operation, other than:</p> <ol style="list-style-type: none"> borrowing costs; and indirect costs that are not paid out of the Fund that the Trustee has elected in writing will be treated as indirect costs and not fees, incurred by the Trustee or in an interposed vehicle or derivative financial product; and costs that are otherwise charged as an investment fee, a buy-sell spread, a switching fee, an activity fee, or an insurance fee.
Advice fee	A fee is an advice fee if:

	<ul style="list-style-type: none"> the fee relates directly to costs incurred by the Trustee because of the provision of financial product advice to a member by the Trustee or another person acting as an employee of, or under an arrangement with, the Trustee; and 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 spread	A buy-sell spread is a fee to recover transaction costs incurred by the Trustee in relation to the sale and purchase of assets of the Fund.
Exit fee	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 a superannuation entity.
Indirect cost ratio	<p>The ICR for an investment option offered by the Fund is the ratio of the total of the indirect costs for the investment option, to the total average net assets of the superannuation entity attributed to the investment option.</p> <p>Note: a fee deducted from a member's account or paid out of the superannuation entity is not an indirect cost.</p>
Insurance fee	<p>A fee is an insurance fee if:</p> <ul style="list-style-type: none"> the fee relates directly to either or both of the following: insurance premiums paid by the Trustee in relation to a member or members of the Fund; costs incurred by the Trustee in relation to the provision of insurance for a member; or members of the Fund; and 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 the

	premiums and costs to which the fee relates are not otherwise charged as an administration fee, an investment fee, a switching fee or an activity.
Investment fee	<p>An investment fee is a fee that relates to the investment of the assets of the Fund and includes:</p> <ol style="list-style-type: none"> a. fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and b. costs that relate to the investment of assets of the entity, other than: <ol style="list-style-type: none"> (i) borrowing costs; and (ii) indirect costs that are not paid out of the Fund that the Trustee has elected in writing will be treated as indirect costs and not fees incurred by the Trustee or in an interposed vehicle or derivative financial product; and (iii) costs that are otherwise charged as an administration fee, a buy-sell spread, a switching fee, an activity fee, or an insurance fee.
Switching fee	A switching fee is a fee to recover the costs of switching all or part of a member's interest in the Fund from one investment option or product in the Fund to another.

6.1. Tax paid on contributions

Presently contributions into a regulated superannuation fund such as the Fund are classified as either

- concessional or
- non-concessional.

6.2. Concessional contributions

The following more common contribution types will be included in an individual's concessional contribution cap:

- a. your own personal contributions for which you claim a tax deduction, and
- b. employer contributions (including SG and salary sacrifice).

It should be noted that a number of less common contribution types have not been listed and fall within the definition of a concessional contribution. We recommend you seek professional advice as to the full impact of these contribution types.

6.3. Non-concessional contributions

The following contribution types will be included in an individual's non-concessional contribution cap:

- a. your own personal contributions for which you do not claim a tax deduction;
- b. spouse contributions;
- c. amounts transferred from overseas super funds* (excluding the taxable amount of such transfers);
- d. contributions made from the proceeds from the sale of qualifying small business assets unless they count towards the CGT cap; and
- e. amounts of concessional contributions in excess of the concessional contributions cap.

6. HOW SUPERANNUATION IS TAXED

The information in this section gives a general overview of the taxation of super. The levels and limits provided within this section are those set down by the ATO in respect of the 2019/20 financial year. As tax is complex, we always recommend you seek professional advice as to how the rules might impact you or your beneficiaries.

Note: This tax information is of a general nature and based on current laws as at the date of this document. These laws may change at any time. Please refer to the ATO website www.ato.gov.au for the latest information.

Tax may be levied on the money in your super account in three ways:

- a. when contributions come into your account;
- b. on investment earnings in your account; or
- c. when funds leave your account.

The tables in this section summarise the various taxes that may be applied to your superannuation funds.

Contribution type	Tax below contribution cap	Tax above contribution cap
Concessional contributions (e.g. before-tax contributions)	15% or 30%** pa to the extent contributions cause taxable income to exceed \$250,000, if TFN supplied.*** In order to be eligible for these concessional tax rates, your superannuation balance on 30 June of the previous year must be less than \$1.6 million and your non-concessional contributions cannot exceed your non-concessional contributions cap for that year.	Excess concessional contributions will be included in the individual's assessable income for the corresponding year and taxed at their marginal tax rate. In addition, the individual will be liable for the excess concessional contributions charge.
Non-concessional contributions (e.g. after-tax contributions)	0% Note: the Fund cannot accept these contributions unless your TFN is supplied.	47%** unless a valid election is made to withdraw. Where a member has made contributions that exceed their non-concessional cap, they can generally elect to withdraw the excess (plus earnings) rather than pay the tax.
Spouse contributions	0% Note: rebates may apply according to the contributing spouse's income. In order to be eligible for this rebate your spouse's superannuation balance on 30 June of the previous year must be less than \$1.6 million and they cannot exceed their non-concessional contributions cap for the relevant financial year.	Not applicable

* Unless APRA has granted an exemption, a super fund is generally unable to accept an overseas transfer exceeding \$300,000 (or \$100,000 if the individual is 65 or over on 1 July of the financial year in which the transfer is made) (2019/20 financial year figures).

** This is in addition to the Medicare Levy of 2% in the 2019/20 financial year.

*** Non-quotation of TFN (NQTT) tax may be deducted from concessional contributions if a TFN is not provided, at a rate of 34% (including Medicare Levy). The NQTT can be refunded if a TFN is provided to the Fund in the following three years. For members exiting the Fund, a refund of NQTT is not available after they have exited.

We are required to report all contributions to the ATO and the ATO will determine if you have exceeded the relevant contribution cap.

If it is determined that you have exceeded the contribution cap, the ATO will issue you with a release authority which you may use to direct the Fund to release the money from your super account. Alternatively, you may pay the excess tax directly to the ATO.

If you do not provide us with your TFN, a higher tax rate may apply to your contributions.

6.5. Tax on earnings

Your investment earnings within the Fund are taxed up to a maximum rate of 15%.

6.6. Contribution caps (limits)

The concessional contribution cap for the 2019/20 financial year is \$25,000.

The non-concession contribution cap for the 2019/20 financial year is \$100,000. If you are under age 65 you can bring forward two years contribution caps, giving you a cap of \$300,000 over three years (see the table in 'Section mon1.2 When and what money can be added to my superannuation account' for more information).

Tax rates and limits may change in future years. Please refer to the ATO website www.ato.gov.au for the latest update or call Member Services on 1300 788 658.

6.7. Tax on payments from super

	Tax free component	Taxable component*
Under preservation age		22% or your marginal tax rate, whichever is lower
Over preservation age but under 60	0%	0% up to \$210,000** 17% over \$210,000
Over 60	0%	0%

Different tax applies to a lump sum paid in accordance with tax laws relating to terminal illness and DASPs. Please refer to the next table.

Type of benefit payment	Tax free component 'non-pre-served'	Taxable component 'preserved'*
Terminal illness	0%	0%
Departing Australia Superannuation Payment	0%	35% ***

*This is in addition to the Medicare Levy of 2% in the 2019/20 financial year.

** The low rate cap amount is indexed in line with Average Weekly Ordinary Time Earnings (AWOTE), in increments of \$5,000 (rounded down). The new indexed amount is generally available each February.

*** 65% for Working Holiday Visa Holders

6.8. Death benefits

Tax relating to a death benefit will depend on whether the benefit is being paid to a dependant or non-dependant, however note that dependants for tax purposes are different to dependants for superannuation regulatory purposes.

The taxable component of a death benefit may include an untaxed component where the proceeds of the death insurance are paid to your account.

If death benefit paid to:	Tax rate*
Dependant, e.g. spouse, child under 18, financial dependant, person with whom you have an interdependency relationship	0%
Non-dependant	17%

6.9. Rollover between super funds

Generally, there is no tax payable if you transfer super between Australian super funds, unless the amount transferred contains an untaxed element, which could occur when rolling your super out of an untaxed public sector fund. As previously indicated, we recommend that you seek advice from a registered tax agent to determine your personal tax obligations.

6.10. Income Protection benefits

Income Protection benefits are generally taxed at your marginal tax rate.

6.11. Partial withdrawals

When you make a partial withdrawal, it is taken proportionally from the tax free and the taxable component, you cannot choose to have a partial withdrawal from one particular component.

6.12. Providing your Tax file number (TFN)

You can provide us with your TFN on your application form. Your employer must provide your TFN to us on your behalf. Your TFN remains confidential and we will use it only for legal purposes.

You do not have to provide us with your TFN, however, if you choose not to, you should be aware that:

- you may pay a higher rate of tax on your benefits;
- it may also be more difficult to locate or consolidate your super benefits in the future or to receive benefits;
- we will be unable to accept personal (after tax) contributions from you; and
- higher tax may be paid on your concessional contributions. This excess may be reclaimed if you provide us with your TFN within the same financial year or the following three years.

For more information about TFNs call Member Services on 1300 788 658 or one of the following:

To find out more about TFNs	
Australian Prudential Regulation Authority (APRA)	1300 558 849
Australian Taxation Office (ATO) including TFN enquiries	13 28 61
Super Hotline	13 10 20
Office of the Federal Privacy Commissioner	1300 363 992

7. INSURANCE IN YOUR SUPER

Insurance cover is available to all eligible members of the Fund. *

By providing yourself with adequate protection, you can help minimise the financial strain on family members in the event that you die or become permanently or temporarily disabled.

The Trustee has arranged for insurance to be made available to all eligible members should they decide to include it as part of their superannuation account.

Please refer to the separate Insurance Guide issued as Part 3 of the Product Disclosure Statement as it provides information about the insurance offered by the Fund.

* We cannot continue to provide insurance cover to members whose accounts have not received a contribution or rollover for 16 or more months. If you wish to maintain insurance benefits regardless if a contribution has not been received within a 16 month period, please contact us to find out how to make an election to maintain coverage.

8. HOW TO OPEN AN ACCOUNT IN GOOD SUPER

About your membership

When you join, we will send you a member certificate as well as other information as part of your welcome documentation.

We will also set up an account in your name. All contributions from your employer and contributions you make yourself towards your superannuation, or that are made on your behalf (e.g. government co-contributions), will be placed in your account.

Superannuation you have in other funds may also be consolidated into your account. It's easy! Apply online or call Member Services on **1300 788 658** and ask to "consolidate your super".

We will give you a member number that is specific to you and is your personal member identification. Each account you have with the Fund will have a unique member number. It's important to keep these numbers in a safe place, as you'll need them to

access your personal information, either via the secure member section of the website or when contacting Member Services.

8.1. How to Join

Step 1

Please read all the documents that make up the Product Disclosure Statement with respect to the Fund.

Step 2

Fully complete the appropriate online Fund application form together with other documents as may be requested in the online application.

Step 3

Submit the completed application form together with any other supporting documents that may be required, together with either a payment or authority to facilitate a payment into your new Fund account.

Step 4

You will receive a 'welcome pack' confirming receipt of your application together with confirmation as to your exact entitlements within the Fund.

8.2 Cooling-off period

We sincerely trust that the Fund provides all that you need in a super fund. However, you have the right to redeem your investment and cancel your membership by notifying us either in writing or electronically during the cooling-off period, which is the period starting 14 days from the earlier of:

- the date you receive our letter of acceptance; or
- 5 business days after your application is accepted.

You must nominate another complying super fund, retirement savings account or approved deposit fund to which your investment will be transferred. Your initial investment amount will be adjusted for any changes in the unit price of the investment option(s) selected, less any transaction costs.

8.3 Keeping you informed

As a member you'll receive an annual member statement. These statements will show your account balance, insurance benefits and a list of all transactions made during the financial year.

We will communicate with you via email, telephone, and post to ensure you get all the information you need.

Copies of all parts of the PDS and other important information can be obtained electronically via the website.

If your details change, please let your adviser or Member Services know so that we can update your records.

8.4. Lost members

Super legislation requires that details of all lost members are provided to the ATO.

The Trustee will classify you as a lost member if:

- a. two pieces of written correspondence have been returned unclaimed or we cannot find an address for you or contact you in any way; and
- b. the Fund has not received a contribution or rollover within the last 16 months of your membership.

The government requires super funds, including the Fund, to transfer lost and inactive super accounts to the ATO where you have been classified as a lost member and:

- a. your account balance is under \$6,000; or
- b. the Fund has not received an amount in respect of your account within the last 16 months and the Trustee is satisfied that it will never be possible, having regard to the information reasonably available to the Trustee, to pay an amount to you.

You can get your super back from the ATO if you can prove that it is yours. Your insurance cover will cease with the Fund on transfer.

The Trustee will provide details of all lost members to the ATO's Lost Member Register, which will endeavour to locate lost members and advise them of their superannuation entitlements.

Alternatively, if you believe you may have lost contact with past superannuation funds, you may check the Lost Member Register by phoning 13 10 20.

8.5. Unclaimed benefits

If your benefit is payable and you have reached 65 years of age and:

- a. you have not provided any payment instructions, or
- b. you cannot be contacted, after making reasonable efforts to do so, or
- c. you have died, and after a reasonable period has passed, we are unable to locate an eligible dependant or legal personal representative of your estate, or are prohibited by law from paying the benefit in any other way.

The Trustee is obliged to transfer your benefit to the Unclaimed Monies section of the ATO.

You can contact the ATO from www.ato.gov.ausuper or by calling 13 10 20 between 8am - 6pm, Monday to Fri- day.

Unclaimed benefits may be reclaimed from the ATO by an eligible person.

8.6. Information for temporary residents

Your super benefit may be transferred as an unclaimed benefit to the ATO if six months have elapsed since you've departed Australia and your visa has expired or been cancelled.

A member exit advice will not be provided as the Trustee relies on the relief from the obligation to provide an exit advice to members whose benefits are compulsorily transferred to the ATO.

When contacted, the Trustee will provide members with sufficient information about the payment that will allow them to apply to the ATO to claim their benefit.

8.7. Complaints handling process

We continually strive to provide exceptional service to members.

The Trustee has established procedures for dealing with any enquiries and complaints. If you have an inquiry or complaint you can either call Member Services on 1300 788 658 during business hours or write to:

The Complaints Officer	Good Super
Address	DDH Graham Limited PO Box 3528 Tingalpa DC Qld 4173

We will confirm receipt of your complaint within 14 days of getting it and will try to resolve it as soon as possible. Given that some enquiries or complaints can take time to research, we aim to deal with it within 90 days.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

The AFCA is an independent external dispute resolution scheme that deals with complaints about the decisions and conduct of superannuation providers, including trustees of super funds, relating to members, but not in relation to decisions and conduct relating to the management of a fund as a whole.

The AFCA scheme provides a fair and independent complaint resolution service that is free to consumers. AFCA Can be contacted via the below

Write to:

Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Web: www.afca.org.au

8.8. Protecting your privacy

The Trustee complies with the Australian Privacy Principles (APPs) outlined in the Privacy Act 1998 (Privacy Act).

The Privacy Act requires us to tell you whether the purpose of the collection, use and storage of your personal and sensitive information is to:

- a. issue you a superannuation interest (i.e. membership);
- b. maintain your super account and invest your super;
- c. provide insurance cover;
- d. pay any benefits; and
- e. handle inquiries, complaints or claims.

The Trustee may in certain circumstances (e.g. benefit payments and claims handling) disclose personal information to third parties such as insurers, doctors, lawyers, your spouse (intended, current or former), your adviser or anyone else as required by law. However, we will only disclose sensitive information with your consent. The Trustee will also disclose certain details to its mailing house for mail outs or to the regulators, such as the Australian Prudential Regulation Authority (APRA), the Australian Securities and Investment Commission (ASIC), AUSTRAC and the ATO.

The Trustee will not trade, rent or sell your personal information to any third parties, but we or other related entities and business partners may use your personal information to tell you about other products and services or offerings the Trustee, or its related entities or business partners, may provide subject to your right to opt out of any direct marketing.

You can access your information at any time and it is asked that you notify Member Services of any change in your personal information to ensure records are up to date and for direct marketing purposes. If you don't want to receive marketing materials, please call Member Services on 1300 788 658.

Policies adopted by the Trustee in order to comply with the APPs are available on request from Member Services on 1300 788 658.

You can read the Privacy Policy Statement on the Fund's website at www.good.com.au.

8.9. Personal information when making a claim

If you make an insurance claim, the insurer may conduct investigations to assess the validity of the claim. This may involve the use of investigation agents, legal advisers and the collection of personal information, including health information that the insurer believes is relevant.

8.10. Third party authority form

You may use this form to allow a third party (e.g. your spouse or adviser) to gain access to your account details for information purposes only. Please contact Member Services on 1300 788 658 if you require this form.

8.11. Authorised representative form

You may use this form to authorise your financial adviser and their AFS licensee to access information, switch investment options and make contributions to your account. Your authorised representative is not permitted to perform any other actions in respect of your account.

8.12 Accounts with a nil account balance

If your account balance is zero and inactive, it will be closed.

8.13 Further information About the Fund

The Fund is administered in accordance with the trust deed and rules governing the max Super Fund, a complying public offer superannuation fund.

The Fund has been specifically designed to provide members with a choice of investment and insurance options. Our high levels of service and product flexibility ensure that the Fund will continue to suit members at various stages in their lives.

The governing rules

The trust deed and rules constituting the Fund were made on 12 July 2005. The trust deed and rules (Trust Deed) have been amended and updated a number of times since then to ensure the Fund's continued compliance with legislative requirements and/or to deliver administrative efficiencies. The Trust Deed, together with Government requirements, determines the obligations of the Trustee and the rights of members.

If there is any inconsistency between the Trust Deed and the PDS or this Guide, the terms of the Trust Deed prevail. Copies of the trust deed and rules may be inspected by arrangement and photocopied during business hours at the offices of the Trustee.

About the Trustee

The Trustee is Tidswell Financial Services Ltd (ABN 55 010 810 607), a financial services organisation which began operating in 1980. The Trustee is responsible for the operation of the Fund and compliance with the Trust Deed and superannuation law. It holds an RSE Licence and an AFS licence.

Good Super is part of the max Super Fund.

The Trustee has overall responsibility for the management and administration of the Fund and protects the rights and interests of members.

For all your enquiries relating to any of the above, please contact us using any of the following:

Member Services	Good Super
Address	DDH Graham Limited PO Box 3528 Tingalpa DC Qld 4173
Telephone	1300 788 658
Email	info@good.com.au
Website	www.good.com.au