

Product Disclosure Statement

2 September 2020

Australian EXPATRIATE Superannuation Fund

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The information in this document forms part of the Australian Expatriate Superannuation Fund Product Disclosure Statements [PDS] as at 2 September 2020, and will remain in force unless withdrawn by the Issuer. This Part 1 contains a number of references to important information contained in the following guides [each of which form part of this PDS by way of being incorporated by reference] and should be read in conjunction with:

Part 2 AESF - Investment Guide and
Part 3 AESF - Member Guide

1 About AESF

Fund details

Australian Expatriate Superannuation Fund ABN 34 300 938 877

Registration No. R1004953

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Website: ivcm.com/aesf

Postal Address: IVCM (Aust) Pty Ltd, PO Box 7403, Baulkham Hills, NSW, 2153

Trustee details

Tidswell Financial Services Ltd

ABN 55 010 810 607

AFSL 237628

RSE Licence L0000888

Promoter details

IVCM [Aust] Pty Ltd

ABN 16 608 923 477

AFSL 491530

Important Information

This PDS (and the guides that form part of it) are current as at 2 September 2020 and are subject to change. Changes to information that is not materially adverse will be made available on the website at ivcm.com/aesf, or a paper copy can be provided free of charge by calling +61 2 7202 0151.

This Product Disclosure Statement [PDS] provides a summary of the significant information about investing in the Australian Expatriate Superannuation Fund [AESF / Fund]. You may become a member of the Fund:

- while your super is in the 'accumulation' phase [described in this PDS as **Personal Super**]; or
- while your super is in 'pension' phase [described in this PDS as **Personal Pension**].

If you are making a transfer from a UK registered pension scheme to the AESF, your transfer might be subject to an overseas transfer charge unless the charge is excluded. To be excluded you must be a resident of Australia for a period of 5 full UK tax years from the date of the transfer. If you leave Australia to reside in another country, you are required to advise the AESF that you have changed residency within 60 days of change.

References to additional information that forms part of this PDS are marked with this symbol:

- this is important information you should consider before making a decision about AESF.



The information in this PDS is general information only and does not take into account your personal financial situation or needs. You should obtain professional financial advice from a licensed adviser that is tailored to suit your personal circumstances.

This product is issued by Tidswell Financial Services Ltd [Tidswell / Trustee] ABN 55 010 810 607 AFSL 237628 RSE Licensee and Trustee of the Tidswell Master Superannuation Plan ABN 34 300 938 877 [Registration No. R1004953].

The Fund is administered in accordance with the trust deed and rules of the Tidswell Master Superannuation Plan [Plan].

The Promoter of the Fund is IVCM [Aust] Pty Ltd [Promoter] ABN 16 608 923 477, AFSL 491530.

An investment in the AESF is neither a deposit nor liability of Tidswell, any of their related entities, or the investment managers. None of the aforementioned guarantee your investment in the fund. An investment in the Fund is subject to investment risk, including possible delays, as well as loss of income, or principal invested.

About AESF

The Tidswell Master Superannuation Plan was established in 1988 and is a public offer superannuation fund. The AESF is a division of the Plan [Division VII]. The Fund has been established by Tidswell and the Promoter for the purpose of offering interests in an Australian Public Offer Superannuation Fund to:

- Persons desirous of effecting UK pension transfers or other transfers from overseas superannuation funds;
- Australian expatriates living overseas;
- Australian residents.

AESF, as a division of Tidswell Master Superannuation Plan is registered with Her Majesty's Revenue and Customs Office [UK] as a Qualifying Recognised Overseas Pension Scheme [QROPS]. That enables the Fund to accept transfers from the UK pension system.

This is a superannuation product designed to help you accumulate and grow your super savings in a tax-effective way as you progress through your working life towards retirement.

As you approach retirement and look for the security of a regular income stream, we also offer a pension income stream.

When you invest in Personal Super or Personal Pension you become a member of the Fund.

Why choose AESF?

The AESF offers a diverse range of investment options and strategies to help you achieve your investment goals whilst you progress towards retirement. The AESF has been structured to give you great flexibility and convenience with multi-currency cash and investment choices.

You can contribute to AESF whilst a non-resident, you just need an Australian Tax File Number.

By calling us on +61 2 7202 0151 or referring to our website ivcm.com/aesf you can obtain information and documents including:

- a copy of this PDS, Investment Guide and Member Guide;
- trustee details and executive remuneration;
- any other documents or information the trustee is required to disclose to you under superannuation law

2 How super works

Super is a way to save for your retirement and is a long-term investment that is in part compulsory. The Australian Government provides a range of incentives for people to save through super and therefore super is taxed differently from other investments and there may be significant tax advantages.

There are limitations on contributions into, and withdrawals from super. You usually cannot access super until you have attained your preservation age and have met what is called a condition of release. You may choose to access your super savings as a regular income by electing to take your super through the Personal Pension product.

Contributions

Contributions can be added to your AESF account right up until age 67, whether you are working or not. Once you turn 67, you can continue to contribute up until age 75, if you meet certain work tests. If you are employed and perform any of your duties in Australia your employer will be required to make Superannuation Guarantee contributions for you. Most employees have the right to choose the superannuation fund into which their compulsory employer contributions will be paid [choice of fund].

There are different types of contributions that can be made into your super account either as a one off or regular contributions:

- **After-tax contributions [non concessional]** - these are contributions you make from your take home pay, after you have paid tax.
- **Taxed contributions [concessional]** - these are contributions that your employer pays into AESF from your before-tax pay, such as Superannuation Guarantee contributions.
- **Transfers [including QROPS]** -- if you are at least 55 years old, then you may also apply to the Trustee to transfer in UK Tax-Relieved Scheme Funds [QROPS Funds]. You can also transfer your lost Australian super to the AESF and we can help you find it.

Please note that limits apply to the amount of contributions you can pay into super before additional tax applies. You may also be prevented from contributing or making further contributions. There are also limits on the total amount that you can transfer into a pension account including Personal Pension.



You should read the important information about 'How super works' before making a decision. Go to the section 'How super works' in the Member Guide available on our website ivcm.com/aesf

The material relating to 'How super works' may change between the time when you read this statement and the day when you acquire this product.

3 Benefits of investing with AESF

The ability of the AESF to accept QROPS Funds is subject to approval by the Trustee and may be subject to tax.

The AESF is for people just like you; who want to benefit from belonging to a superannuation fund that offers flexibility and great investment choices.

The benefits of investing with AESF are:

- **Investment choice** - AESF offers a diverse range of investment options and strategies to help you achieve your retirement savings and investment goals. See the 'How we invest your money' in section 5 of this PDS to find out more.
- **Portability** - we offer flexibility in respect to how much you wish to contribute to help you reach your retirement goals. Being an expatriate you understand how important it is to consolidate your long-term savings into a flexible, low-cost personal account which you can keep unchanged as you move from country to country and job role to job role.
- **Nominate Binding Beneficiaries** - the monies accumulated in AESF can be bequeathed independently of your Will and the election can be binding. These monies are not subject to the inheritance laws of the country in which you happen to be resident when you die - they are subject to Australian law and the Plan governing rules.
- **Pensions** - convenient pension payment options which can be commenced after you have attained your preservation age and satisfied your conditions of release.

Help when you need it

When you call our Member Services officers on 1300 323 489 your call will be answered by a 'real' person who is ready to help you with respect to AESF or super in general.

You can also email questions to australia@ivcm.com and you can, of course, contact your adviser.



You should read the important information about 'Benefits of investing with AESF' before making a decision. Go to the section 'Benefits of investing with AESF' in the Member Guide available on our website ivcm.com/aesf

The material relating to 'benefits of investing with AESF' may change between the time when you read this statement and the day when you acquire the product.

4 Risks of super

All investments carry risk, and different investment strategies may carry different levels of risk, depending on the assets that make up the strategy. Assets with the highest long-term returns may also carry the highest level of short-term risk.

AESF offers a variety of investment options. Each option's level of risk depends on the nature of its underlying investments and how it is structured to achieve its objective. In general, the higher the expected long-term returns, the higher the level of short-term risk, and the higher the likelihood that returns will fluctuate from year to year. They may go up or they may go down; they may even be negative. Significant risks associated with investing in AESF include inflation, interest rates, exchange rates, liquidity, derivatives, legislative, market failure and operational risks.

To ensure you choose the investment strategy that is right for you will need to consider:

- what level of return you want to achieve, and
- what level of risk you are comfortable with.

The appropriate level of risk for you will depend on your age, investment time frames, where other parts of your wealth are invested and your risk tolerance.

When considering your investment in super, it is important to understand that:

- the value of investment options will go up and down
- the level of returns may vary, and future returns may differ from past returns
- returns are not guaranteed and you may lose some of your money
- the money you save in super, including your contributions and returns, may not be enough to provide adequately for your retirement
- laws affecting your super may change.



You should read the important information about 'Risks of super' before making a decision. Go to the section 'Risks of AESF' in the Member Guide available on our website ivcm.com/aesf

The material relating to 'risks of super' may change between the time when you read this statement and the day when you acquire the product.

5 How we invest your money

The AESF offers a range of different investment options covering a variety of risk and return profiles, and a variety of investment managers, with flexibility to tailor your investments to suit your changing needs, whatever your stage of life.

When you first join AESF, you must choose your investment option[s]. You can choose as many options as you like from the investment menu. If you do not make a choice your application for membership will be rejected.

Asset Classes

The investment options include various managed funds and exchange traded products with different underlying investment managers and a range of underlying asset classes including:

- Cash
- Australian Fixed Interest
- International Fixed Interest
- Property
- Australian Shares
- International Shares
- Other.

The Trustee may add new investment options, remove or change an option (such as change asset allocations). We will notify you of such changes.

Warning: When choosing your investment option[s] in which to invest or switch some, or all, of your super, you should consider the level of risk, likely investment return and your investment timeframe.

Changing your investment option[s]

Once you have selected your investment option[s] you can change them at any time giving written notice to the Trustee. A switch will be effected as soon as reasonably practicable upon receipt of a valid instruction. There are no administration charges levied with respect to investment switches. You cannot switch your investment funds online.

Investment switches are processed using the sell [or exit] price of the fund being sold and the buy [or entry] price of the fund 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].

Re-investment of Dividend or Income payments

Dividend and income payments from funds will remain in the cash account and not re-invested until instructed to do so by the member.

Information about each of our investment options is set out in the Investment Guide, available from our website ivcm.com/aesf. As an example, the following table provides information about the Vanguard Growth Index Fund investment option.

Vanguard Growth Index Fund

Description		
The Fund provides low-cost access to a range of sector funds, offering broad diversification across multiple asset classes. This investment is biased towards growth assets, and is designed for investors seeking long-term capital growth. The Fund targets a 30% allocation to income asset classes and a 70% allocation to growth asset classes.		
Strategic asset allocation [representative as at 30 June 2020]		
	Benchmark %	Range %
Cash	0.0	0
Australian Fixed Interest	9.0	7 - 11
International Fixed Interest	21.0	19 - 23
Property [Aust & International]	0.0	0
Australian Shares	28.0	26 - 30
International Shares	42.0	34 - 54.5
Objectives		
Vanguard Growth Index Fund seeks to track the weighted average return of the various indices of the underlying funds in which it invests, in proportion to the Strategic Asset Allocation, before taking into account, fees, expenses and tax.		
Minimum suggested time horizon		
5+ years		
Level of investment risk [standard risk measure]		
6 / High		
Estimated number of negative annual returns over any 20 year period - from 4 to less than 6.		
Major risks faced		
Market, inflation and interest rate risks.		

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 returns 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 a member may require to meet their objectives. Further it does not consider the impact of administration fees and tax on the likelihood of a negative return. You should still ensure you are comfortable with the risks and potential losses associated with your chosen investment options. A table is provided in the Investment Guide that illustrates how the Standard Risk Measure is determined.

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

Socially Responsible Investing

The various underlying investment managers have their own policy on the extent to which labour standards or environmental, social or ethical considerations are taken into account when making investment decisions. Whether a manager has such a policy, or the contents of such a policy, is not considered by the Trustee when selecting or monitoring managers. Further we do not currently require the managers we appoint to take any such considerations into account when making their investment decisions.

The Trustee utilises the investment expertise of a number of investment managers which have proven their ability to perform over a number of years. This enables you to grow your retirement savings by choosing from a wide range of funds.

The investment managers utilised are outlined in the Investment Guide. Please refer to the websites listed in that document for further information on the respective managers.



You should read the important information about 'How we invest your money' before making a decision. Go to 'How we invest your money' in the Investment Guide available on our website ivcm.com/aesf

The material relating to 'How we invest your money' may change between the time when you read this statement and the day when you acquire the product.

6 Fees and costs



Consumer Advisory Warning

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 account 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 or your employer, as applicable, may be able to negotiate to pay lower fees. 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.

Main fees and costs for the Vanguard Growth Index Fund investment option

This section provides a summary of the main fees and other costs applicable to the Fund. It also provides an example using the Vanguard Growth Index Fund investment option. These fees and other costs may be paid directly from your account balance or deducted from investment returns or from the assets of the Fund as a whole. Other fees, such as activity fees and advice fees for personal advice, may also be charged, but these will depend on the nature of the activity or advice chosen by you. Entry fees and exit fees cannot be charged.

You should read all the information about fees and other costs because it is important to understand their impact on your investment. Full details of all fees and costs are contained in the Member Guide.

The table can be used to compare the fees and costs of this Fund with the fees and costs of other superannuation products.

Unless otherwise stated, all fees and costs are shown inclusive of GST and stamp duty if applicable. We do not reduce fees by any income tax deduction we [or an interposed vehicle] may be able to claim.

6 Continuation Fees and costs

Vanguard Growth Index Fund

Type of fee*	Amount	How and when paid	
Investment fee ¹	0.29% pa	Fee charged by the underlying Fund Manager deducted from the underlying assets of your investment and reflected in the unit price of your chosen investment option(s).	
Administration fee ¹	Fund Type	Deducted from your account at month end based on your account balance and investment options chosen. The fee is based on the full account balance which includes both cash and investments.	
	Super (AUD Only Investment)		0.60% pa
	Super (with non-AUD Investment)		0.80% pa
	Super (QROPS AUD Investment)		0.80% pa
	Super (QROPS Non AUD Investment)		1.00% pa
Buy-sell spread	Buy 0.10% Sell 0.10%	Deducted on a transactional basis every time units in an investment option are bought and sold and is reflected in the investment fund price.	
Switching fee	Nil	Not applicable	
Advice fees ³ relating to all members investing in Vanguard Growth Index	If these fees apply, they will be shown on your Statement of Advice provided by your Adviser.	See section on page 19 of the Member Guide entitled 'Adviser Remuneration'.	
Indirect Cost Ratio ⁴	Nil	Not Applicable	

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 **Other fees and costs** - You may also incur other fees and costs such as:

- activity fees like family law fees, binding nomination fees, foreign transfer establishment fee and advice fees for personal advice, which will depend on the nature of the activity or advice that you choose. For more information, consult the 'Additional Explanation of Fees and Costs' in the Member Guide.

³ **Initial Advice Fees** - Warning. If you consult a financial adviser to obtain financial product advice, additional fees may be payable to your financial adviser. You are able to deduct an initial advice fee up to a maximum capped limit of 3% (exclusive of GST) of the member's current Super balance directly from your Australian Expatriate Superannuation Fund account. If you wish to authorise the initial advice fee option, you will be required to instruct the Australian Expatriate Superannuation Fund through the Application Form when you join the fund to debit an initial fee from your Super Account. The Australian Expatriate Superannuation Fund is not responsible for any advice provided. Your financial adviser is required to disclose the fees as set out in the Statement of Advice the adviser provides you. Please note the initial fee is an agreement between the member and the adviser and the Australian Expatriate Superannuation Fund will not be paid any fee or referral fee.

³¹ **Ongoing Advice Fees** - Warning if you consult a financial adviser to obtain ongoing financial advice, you are able to deduct an ongoing advice fee up to a maximum capped limit of 1% per annum (exclusive of GST) of the members current Super balance directly from your Australian Expatriate Superannuation Fund account. If you wish to authorise the ongoing advice fee option, you will be required to instruct Australian Expatriate Superannuation Fund through the Application Form when you join the fund to debit the ongoing fee from your Super Account or on subsequent years through the supporting servicing forms.

PLEASE NOTE:

- As your financial service provider we require your financial adviser to disclose to you in writing the total fees chargeable and outline the services that will be provided to you during the following 12-month period. Ongoing fee arrangements are payable for a maximum 12-month period and a separate ongoing adviser fee shall be required in writing for subsequent years.

³² **Defined Fees** - See the Member Guide for an explanation of the defined fees in respect of this Superannuation product.

³³ **Indirect cost ration (ICR)** - The indirect cost ratio (ICR) 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. This is estimated based on the previous year's data and will vary from year to year.

Example of annual fees and costs

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

It is assumed for the purposes of this calculation that there are no QROPS Funds and no foreign currency funds supporting the investment.

Example - Non QROPS Super-Only AUD Investment held Vanguard Growth Index Fund

		Balance of \$50,000
Investment Fees	0.29% pa	For every \$50,000 you have in the superannuation product you will be charged \$145 each year
PLUS Administration fees	0.60% pa	AND you will be charged \$300 in administration fees each year.
PLUS Indirect Cost Ratio for the Vanguard Growth Index Fund	Nil	AND indirect costs of \$0 each year will be deducted from your investment.
EQUALS Cost of AESF		If your balance was \$50,000, then for that year, you will be charged fees of \$445 for the superannuation product.

Note: Additional fees may apply. **AND**, if you leave the superannuation entity, you may be charged a **buy/sell spread** which also applies whenever you make a contribution, exit, rollover or investment switch. The **buy/sell spread** for exiting is **0.10%** (this will equal to **\$50** for every \$50,000 you withdraw).

7 How super is taxed

Fee Changes

The Trustee may increase dollar based fees each financial year by the annual change in the Average Weekly Ordinary Time Earnings [AWOTE] weighted average for all Australian capital cities as at 1 July each year. The AWOTE 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 any fees or any charges without 30 days' prior written notice to you [other than Government fees and taxes or other fees, costs or charges as allowed by law]. The Trustee may charge you out of pocket expenses if considered necessary to recover the costs in operating the Fund [including custodian fees and investment consulting fees]. Thirty [30] days' written notice would be provided before such costs are deducted from member account balances. Fund managers, who charge the Investment Fees and Buy / Sell Spread may vary their fees from time to time. The Trustee will consider during and towards the end of each financial year whether these amounts require updating to more accurately reflect estimated fees and costs [including indirect costs] in future years, including where new information has come to light in relation to fees and costs. If the Trustee considers that the updated fees and costs information is not materially adverse, it will post an update on its website, otherwise the Trustee will issue a replacement PDS in accordance with the Corporations Act.

HMRC Tax & Charges

Transfers from your UK Pension will be subject to HMRC charges from the date of receipt. Please refer to the Member Guide section 3 'Risks of AESF'.

ASIC Calculator

There is a calculator provided by ASIC on its MoneySmart website which can be used to calculate the effect of fees and costs on account balances. Go to www.moneysmart.gov.au.

There are a number of ways that super is taxed. Tax on super is complex. The information provided is general in nature and we recommend that you seek advice from a registered tax agent to determine your personal obligations.

Providing that your Tax file number [TFN] is supplied:

- **Contributions into your super from your before tax pay** are taxed at 15% [or 30% to the extent that your contributions cause your adjusted taxable income to exceed \$250,000]. These are called concessional contributions.
- **Contributions into your super from your after-tax pay** and transfers from overseas pension funds are generally not taxed but they are subject to limits. These are called non-concessional contributions.
- **Investment earnings in super** are generally taxed at a maximum of 15%. Franking credits from investment in Australian companies and payments of fees are deducted from this tax.
- **Investment earnings in pension** are tax-free.
- **Lump Sum Withdrawals from your super or pension** account prior to age 60 may be subject to taxation. After the age of 60 all lump sum withdrawals are tax-free.
- **Pension payments** will be subject to tax prior to age 60 but the tax will be reduced by a tax offset of 15% between preservation age and age 60. Once you turn 60, pension payments are tax-free.
- **Tax on foreign gains** are generally taxed when gains arise. It is important to understand that currency movements when investments are made into foreign currency funds may give rise to gains in AUD in the account. It is important to remember that there may be tax to pay on the Foreign Currency Gain.

The Trustee will deduct any applicable tax from your account balance or payments and pay it directly to the Australian Tax Office. You do not have any obligation to directly pay tax if you invest in the AESF.

Preservation age is 55 for those born before 1 July 1960 and will gradually increase to 60 depending on your date of birth. Refer to the Member Guide to find out your preservation age or go to www.ato.gov.au. Please note, there is a different tax treatment applied to superannuation death benefits paid to your beneficiaries or deceased estate. Information is available at www.ato.gov.au.

Contribution caps [limits]

Warning: there will be taxation consequences if the contribution caps applicable to superannuation are exceeded.

For further information on the contribution caps please refer to the Member Guide or talk to your financial adviser.

Providing your tax file number [TFN]

Warning: when you join AESF, you need provide us with your TFN. If you choose not to provide your TFN you will be unable to join AESF.

 You should read the important information about 'How super is taxed' before making a decision. Go to the section 'How superannuation and pensions are taxed' in the Member Guide available on our website ivcm.com/aesf.

The material relating to 'How super is taxed' may change between the time when you read this statement and the day when you acquire the product. You should refer to the Australian Taxation Office website for the most current taxation information: <https://www.ato.gov.au/Individuals/Super/>.

If you are making a transfer from a UK registered pension scheme to the AESF, your transfer might be subject to an overseas transfer charge unless the charge is excluded. To be excluded you must be a resident of Australia for a period of 5 full UK tax years from the date of the transfer. If you leave Australia to reside in another country, you are required to advise the AESF that you have changed residency within 60 days of change.



You should read the important information about 'Fees and costs' before making a decision. Go to the section 'Fees and costs' in the Member Guide available on our website ivcm.com/aesf. The material relating to fees and costs may change between the time when you read this statement and the day when you acquire the product.

8 How to open an account

Joining AESF is easy

To open your account please contact your Financial Adviser or call us on 1300 323 489.

Read this PDS and the other important material referred to in the PDS to make sure you understand all about the benefits and services that AESF offers you.

Please ask your adviser if you have any questions about the:

- AESF Superannuation Application Form for Personal Super
- AESF Pension Application Form for Personal Pension.

Once you are a member, all contributions, including rollovers and transfers from UK Tax-Relieved Scheme Funds [QROPS Funds], will be paid into your account along with any investment earnings. As AESF is resident in Australia, all holdings within your account will be expressed in Australian dollars [AUD] even though you may have selected GBP and/or USD investment options.

Cooling-off period

We sincerely trust that AESF 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, no later than 14 days after confirmation of membership or within 19 days of the Trustee receiving your initial contributions or application to join.

You must nominate another complying super fund, retirement savings account or approved deposit fund to which your investment will be transferred, subject to taxation and any adjustments for market movements, either up or down. The Trustee will not deduct fees or charges for membership cancelled during this period.



You should read the important information about 'How to open an account' before making a decision. Go to the section 'How to open an account' in the Member Guide available on our website ivcm.com/aesf

The material relating to 'How to open an account' may change between the time when you read this statement and the day when you acquire the product.

Enquiries and complaints process

We pride ourselves on our client service and will endeavour to solve your concerns quickly and fairly. If you have an enquiry or complaint regarding your super benefit, you should either phone our Member Services officers on **1300 323 489** or email us at australia@ivcm.com.

If you wish to lodge a complaint with AESF, please write to:

The Complaints Officer
AESF
GPO Box 330
Brisbane, Queensland 4011, Australia

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

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 through:

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