

# Our Direct Investment option guide

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Issued by CareSuper Pty Ltd (Trustee)  
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Before making any investment decisions, please read the relevant PDS available at [caresuper.com.au/pds](https://caresuper.com.au/pds) to help you understand our investment options, investment approach and the risks associated with investing, as well as the applicable fees and costs.

The DIO is provided through OneVue Wealth Services Limited (ABN 70 120 380 627 AFSL 308868) or its appointed sub-custodians (OneVue). OneVue does not guarantee the performance, the repayment of capital or any particular rate of return of the investments purchased through the DIO.

This document contains general information only and doesn't take into account your objectives, financial situation or needs. Before making a decision about CareSuper, you should consider if this information is right for you. You may also wish to consult a licensed financial adviser. Consider the PDS and TMD at [caresuper.com.au/pds](https://caresuper.com.au/pds). Any advice provided in this document is provided by CareSuper Advice Pty Ltd ABN 78 102 167 877, AFSL 284443. A copy of the *Financial services guide* for CareSuper is available at [caresuper.com.au/fsg](https://caresuper.com.au/fsg).

All information, rates and/or fees are current at the time of production and are subject to change. Changes to government legislation and super rules made after this time may affect the accuracy of the information provided. You may wish to obtain professional advice before acting on any of the information contained in this document.

Issuer is CareSuper Pty Ltd ABN 14 008 650 628, AFSL 238718, the trustee of CareSuper ABN 74 559 365 913.

## Overview

The Direct Investment option (DIO) allows members to invest part of their super in a range of:

- S&P/ASX300 shares
- exchange traded funds (ETFs)
- listed investment companies (LICs)
- term deposits

We may change the options available in the DIO at any time without notice. Go to [caresuper.com.au/dio](https://caresuper.com.au/dio) for the latest list of ETFs, LICs and term deposits.

The DIO is managed through an easy-to-use online portal that you can only access via **Member Online**.

The DIO also provides access to:

- up to date market information and company profiles
- portfolio valuations and reporting tools

## Who is the DIO suitable for?

Our DIO is designed for members who want to play an active role in managing their super. It offers members more flexibility and choice about how part of their super is invested.

It's not suitable for everyone, and extra fees apply to this option. DIO fees are outlined on page 5.



## Important information

The DIO will not suit everyone. It's not suitable for members who:

- have a short investment time frame or
- may need access to their money at short notice (e.g. to pay for insurance fees or make withdrawals)

Investors should consider the following before deciding whether DIO is appropriate for them:

- You'll be responsible for managing your investments. You'll need to have a reasonable understanding of investing and how markets work.
- The DIO is only available through **Member Online**, and all transaction correspondence will be sent to you by email. You need to have access to a computer and email in order to manage your investments in the DIO.

- Listed investments are likely to experience volatility in the short term. How you react to market volatility can make a big difference to your retirement savings over the long-term.
- Future transactions such as fees and withdrawals can't be paid out of your DIO investments. You should consider whether you think you may need withdrawals when deciding how much to invest in DIO.
- If you need to break a term deposit early, you may incur costs and you may need to wait up to 31 days to access your money.
- Making investment decisions in response to your emotions, or trading too frequently, can adversely affect your performance outcomes.
- CareSuper staff can't provide advice on the DIO. If you need professional advice, it may come at a cost.

## DIO investment summary

The investment details will depend on the investments chosen by the member.

	Term deposits and DIO Cash account	S&P/ASX300 shares, ETFs and LICs
Asset classes	Cash (including term deposits)	Varies - ETFs and LICs are listed on the ASX but may have exposure to foreign-listed securities, property, fixed interest securities and commodities. They may also hold short positions in securities. To find out more, please read the PDS or other disclosure document available from the website of the ETF or LIC issuer.
Minimum investment time frame	Very short term (1 year or less)	Very long term (7-10 years)
Likelihood of a negative annual return <sup>1</sup>	Nil in every 20 years	5.8 in every 20 years
Risk level <sup>1</sup>	Very low risk <sup>2</sup>	High risk

<sup>1</sup>The likelihood of a negative annual return and the risk level is based on the Standard Risk Measure. Refer to the relevant PDS at [caresuper.com.au/pds](https://caresuper.com.au/pds) for more details. | <sup>2</sup>Breaking a term deposit prior to the agreed maturity is subject to the term deposit provider's terms and conditions and may require a notification period which, combined with processing times, may result in a significant time before you can access your funds, which has the potential to increase the liquidity risk of this type of investment. Fees and/or loss of interest may apply.

To find out more about the investments available within the DIO:

- the DIO Cash account – go to page 7
- term deposits – go to page 8
- listed securities including shares, ETFs and LICs – go to page 9

Please note that the inclusion of a share, ETF, LIC or term deposit as an allowable investment within the DIO is not an endorsement or recommendation by CareSuper as to the quality or suitability of that investment.

## Who can invest in the DIO

You must have:

- a minimum of \$20,000 in your account
- a CareSuper super account or a Flexible Income account
- access to **Member Online**
- a valid email address recorded on your account

The DIO is not available in our Transition to Retirement Income, Managed Income, Term Allocated Pension or Defined Benefit fund accounts.

## Rules for investing in the DIO

- You must keep at least \$500 in your DIO Cash account at all times.
- If you have a CareSuper super account – you must keep at least \$6,000 of your account balance in other investment options at all times.
- If you have a Flexible Income account – you must keep at least \$6,000 or 10% of your account balance in other investment options at all times (whichever is the greater).

Your DIO investments may be sold to meet these requirements.

Eligibility criteria apply to the DIO. See *Who can invest in the DIO* above for details.

Additional rules apply, depending on the investments you choose. We've explained them throughout this guide.



### Your email address is important

If the email address we have recorded for you becomes invalid, you'll still be able to transact in the DIO, but you won't receive any emails about your DIO investments. See the *Your email is important* section on page 14 for more details.

## DIO fees

Extra fees apply to this option.

Activity fees may also apply depending on the investment and activity you choose in the DIO.

### DIO administration fee

A DIO administration fee of \$120 each year is deducted from your account.

This is calculated daily and deducted at the end of each month from your account.

This fee is in addition to the administration fees you pay on your CareSuper account and will be deducted in accordance with your instruction for future transactions (it won't be deducted from your DIO investments).

### Activity fees

#### Brokerage fees for listed securities

Brokerage fees apply when trading in listed securities available via the DIO.

Trade amount	Brokerage fee <sup>3</sup>
\$0 - \$20,000	\$22.00
\$20,001 - \$10,000,000	0.11%

<sup>3</sup>Brokerage fees have been rounded to two decimal places.

Brokerage is an additional fee paid at the time of trade. Brokerage will either be added to the cost of purchase or deducted from the sale proceeds of each transaction.

#### Fees for breaking a term deposit prior to maturity

If you hold a term deposit in the DIO and you request to break it before it matures, the term deposit provider may charge a fee or reduce the interest you receive.

For more details, read *Breaking a term deposit early* on page 9.

## Fees and costs for ETFs and LICs

Fees and costs may apply to the ETFs and LICs offered in the DIO. They are charged or incurred by the ETF or LIC issuer as an annual percentage for managing investments.

When you choose an ETF or LIC via the DIO, you should consider any costs that will be charged by ETF or LIC issuers, as these are in addition to the fees and costs shown in this document.

The costs for ETFs and LICs range from an estimated 0.03% to 2.00% per year, based on the experience for the financial year ending 30 June 2024, and may change from time to time because of changes in the ETF or LIC issuer's fees from year to year.

To find out more, check the relevant PDS or other disclosure documents available from the website of each ETF or LIC issuer.



For more details about fees that apply to CareSuper products, please read the *Fees and costs guide* for CareSuper super accounts, or the *Retirement Income PDS* for Flexible Income accounts. These are available at [caresuper.com.au/pds](https://caresuper.com.au/pds).

## How to invest in the DIO

### 1. Log in to Member Online

It's easy to set up your online access. Go to [caresuper.com.au/login](https://caresuper.com.au/login) and follow the prompts.

### 2. Go to the Investments section

If you meet the eligibility criteria, you'll see a section about the DIO.

### 3. Transfer money into a DIO Cash account

To invest in the DIO, you first need to transfer money into a DIO Cash account.

You can then use your DIO Cash account to buy and sell investments in the DIO.

Remember you need to keep at least \$500 in your DIO Cash account at all times, and minimum investment amounts apply to the DIO investments, so make sure you transfer enough to buy the investments you want.

The amount you transfer into your DIO Cash account will be paid out of your other CareSuper investment options, based on your instruction for future transactions. If you don't have sufficient funds in your future transactions balance, the transfer will be processed proportionately across the investment options in your current account balance. You can change this instruction in **Member Online**.

## 4. Start investing in the DIO portal

You can start investing in the DIO when the money appears in your DIO Cash account. You can see this in **Member Online**.

You'll need to log into the DIO portal through **Member Online** to view and change your DIO investments. See *Transacting in the DIO* below/on page 7 for details.

You'll only see the DIO in **Member Online** if you're eligible to invest in the DIO. See page 5 for details.

## Transfers into and out of the DIO

The cut-off time to transfer funds into and out of the DIO is 2pm AEST/AEDT on a business day.

Requests received after the cut-off times or submitted online on a national public holiday or weekend will be processed effective the following business day.

### Transfers into the DIO

Amounts transferred into the DIO will be available in the DIO portal two business days after the transfer occurs (noting the cut-off time above).

This means your funds won't be available to invest in term deposits or listed securities until at least two business days after you've submitted a request to transfer funds into the DIO.

### Transfers out of the DIO

Amounts transferred out of the DIO will be invested in CareSuper's other (non-DIO) investment options one business day after the transfer occurs (noting the cut-off time above).

Funds will transfer into your other non-DIO investment options in line with your future transaction nomination. You can change this instruction in **Member Online**.

After your funds are transferred to CareSuper's other investment options, you can usually switch between Pre-mixed and Asset class options as often as daily. Find out more about your investment options in the relevant PDS available at [caresuper.com.au/pds](https://caresuper.com.au/pds).

## Transacting in the DIO

This investment option is only available by self-service in **Member Online**. Our staff won't be able to help you transact within the DIO over the phone, and paper forms aren't available.

The DIO portal isn't mobile-optimised. This means it may display incorrectly when you view it on a mobile device such as a mobile phone or tablet. We recommend you access the DIO portal from a computer or your desktop browser.

To transact in the DIO, you'll need to:

### 1. Log in to Member Online

Go to [caresuper.com.au/login](https://caresuper.com.au/login) and follow the prompts.

### 2. Access the DIO portal via the Investments section of Member Online

If you have money invested in the DIO, you'll see the DIO in the *Investments* menu.

You can access the DIO portal by clicking the **Go to DIO portal** button on this page.

If you haven't invested in the DIO yet, you'll need to transfer money into the DIO first. See *How to invest in the DIO* on page 6 for details.

### 3. Buy or sell investments in the DIO portal

Once you're in the DIO portal, you'll be able to buy and sell listed securities, and invest in term deposits.

Remember you need to keep at least \$500 in your DIO Cash account at all times, and minimum investment amounts apply to the DIO investments, so make sure you transfer enough to buy the investments you want.

For details on how to invest in:

- a term deposit – go to page 8
- listed securities – go to page 9

You must transfer money into your DIO Cash account before you can invest in term deposits or listed securities.

## DIO Cash account

All money you transfer into the DIO will initially go into your DIO Cash account.

You can use your DIO Cash account to buy investments in the DIO.

When you sell an investment in the DIO, or a term deposit matures, the proceeds will go into your DIO Cash account.

### Minimum balance rules

You must keep at least \$500 in your DIO Cash account at all times, plus enough money to cover purchases and any related fees and taxes.

If the balance of your DIO Cash account is too low, we'll let you know.

We'll ask you to top up your DIO Cash account to bring your balance back to the \$500 minimum amount. You can do this by either:

- switching money from your non-DIO investment option(s) in line with your instruction for future transactions or
- selling down your DIO investments when your balance in other investment options is insufficient

In certain limited circumstances, we may need to do this on your behalf.

Remember you need to keep at least \$500 in your DIO Cash account at all times, and minimum investment amounts apply to the DIO investments, so make sure you transfer enough to buy the investments you want.

### Interest on the DIO Cash account

The interest earned on your DIO Cash account will be calculated daily and paid into your DIO Cash account on a monthly basis in arrears, on or around the first business day of the next month.

You can find the latest interest rate in the DIO portal, which you can access through **Member Online**. The interest rate that applies to the DIO Cash account is set by the DIO's external provider, OneVue, and can vary. There is no guarantee of a particular rate of interest being earned.

## Term deposits

Term deposits are investments with an interest rate that's fixed for a nominated term. Generally, term deposits offer a lower level of return than other asset classes, but they are also less risky than other types of investments.

Members can invest in a range of term deposits via the DIO for a variety of different terms.

Investments in term deposits are subject to the terms and conditions of the term deposit provider. These are available in the DIO portal, which you can access through **Member Online**.

### Minimum and maximum rules

The minimum you can invest in a single term deposit is generally \$5,000, however it may be higher depending on the provider.

The maximum you can invest in a term deposit depends on the provider.

The minimum and maximum amounts you can invest in a term deposit with each provider is available in the DIO portal which you can access through **Member Online**, but please note these may be subject to change.

### Interest rates on term deposits

The interest earned on term deposits will be fixed for the term of the investment. It's calculated based on the total number of days you're invested in the term deposit.

In ordinary circumstances, the interest rate applicable will be the term deposit provider's advertised rate on the day the term deposit closes to applications. The latest advertised rates are available in the DIO portal, which you can access through **Member Online**.

Any interest you earn from a term deposit will be reported through the DIO portal when it's paid into your DIO Cash account. We won't report on any accrued interest before a term deposit matures.

If you need to break your term deposit before the agreed maturity date, the term deposit provider may reduce the interest you receive or charge a fee. See *Breaking a term deposit early* on page 9 for more details.

### How to invest in term deposits

When you have sufficient funds available in your DIO Cash account, you'll be able to purchase term deposits within the DIO portal, which you can access through **Member Online**.

Remember that you need to keep at least \$500 in your DIO Cash account at all times. You won't be able to submit a request if you don't have sufficient funds.

Valid term deposit applications received by 1.30pm AEST/AEDT on a business day will be invested the

same business day. Requests received after the cut off will be processed effective the next business day.

The funds will be deducted from your DIO Cash account on the day the application is made to the term deposit provider.

The amount you originally invest in a term deposit is known as the 'principal'.

### What happens when your term deposit matures

Provided your email details are up to date, you'll receive a notification email seven days prior to your term deposit maturing.

You'll also be able to see this in the *Term deposit* section of the *Action* tab in the DIO portal which you can access through **Member Online**.

You can choose to either:

- reinvest some or all of your money into another term deposit or
- have the full amount (principal plus interest) paid into your DIO Cash account

If you don't tell us, we'll pay the full amount into your DIO Cash account.

### Rolling over your term deposit

You can roll over a term deposit to a new term deposit for the same term from the same issuer subject to meeting any minimum investment criteria and/or term and conditions that may have changed since the maturing term deposit was purchased. If eligible, you can choose to roll over either:

- the principal amount only (the interest will be paid to your DIO Cash account) or
- the principal amount plus any interest earned on the maturing term deposit

If you'd like to invest a different amount, you'll need to invest in a new term deposit (i.e. you can't roll over your term deposit).

The applicable interest rate for the new term deposit, including any term deposits you choose to roll over, will be the prevailing rate at the time your new term deposit application or rollover request is processed. In other words, if you roll over a term deposit, the original interest rate won't be maintained.

Rollover elections must be made or cancelled before 1pm AEST/AEDT on a business day, at least two business days before your existing term deposit matures.

The proceeds from the maturing term deposit are first credited to your DIO Cash account before being invested in the new term deposit. The proceeds will remain in your DIO Cash account until the next term deposit starts.



If you choose to roll over your principal amount plus any interest, this choice will continue to apply until you modify your maturity election instruction.

If you have a super account with us, you'll need to make sure you have enough in your DIO Cash account to cover any tax that may be deducted on interest you've earned. If you don't have enough funds in your DIO Cash account, your request to roll over into another term deposit won't proceed.

### Breaking a term deposit early

If you need to break a term deposit before the agreed maturity date, you'll need to send us a written request.

Your request will be subject to the approval of the term deposit provider and the term deposit terms and conditions. These are available in the DIO portal which you can access through **Member Online**.

If your request is approved, you may need to wait up to 31 days to access your money, and the term deposit provider may charge a fee and/or reduce the interest you receive.

Breaking a term deposit before the agreed maturity may require a notification period which, combined with processing times, may result in a significant time before you can access your funds. Something that delays how quickly you can access your funds could increase the liquidity risk of your investment.

### Listed securities

The DIO gives you access to shares listed in the S&P/ASX 300 Index at the time your order is placed, as well as selected ETFs and LICs.

Trading in listed securities is subject to the rules and regulations of the Australian Securities Exchange (ASX) and the Australian Securities and Investments Commission (ASIC). Visit [caresuper.com.au/dio](https://caresuper.com.au/dio) for a list of ETFs and LICs available in the DIO.

### S&P/ASX 300 shares

The S&P/ASX 300 is designed to provide investors with broader exposure to the Australian equity market. The index is liquid and float-adjusted, and measures up to 300 of Australia's largest securities by float-adjusted market capitalisation. The S&P/ASX 300 index covers the large-cap, mid-cap, and small-cap components of the S&P/ASX Index Series.

### Exchange-traded funds (ETFs)

ETFs are funds that invest in a number of securities. They usually attempt to reflect the performance of a particular index or benchmark by investing in a range of securities that make up that index or benchmark. The index or benchmark may be Australian shares, overseas shares, fixed interest or a commodity, for example.

### Listed investment companies (LICs)

LICs are traded on a stock exchange, like shares and ETFs. They generally invest in shares of companies that are also listed on the stock exchange. LICs are closed-ended vehicles, similar to managed funds. Their structure allows investment managers to select investments (usually a portfolio of listed companies) without having to factor in money coming into or leaving the fund. This stability helps the investment managers take a long-term approach to investing.

Some of the ETFs and LICs available through the DIO have foreign currency exposures. ETFs and LICs are listed on the ASX but may have exposure to foreign-listed securities, fixed interest securities and commodities. They may also hold short positions in securities. This may increase the risks associated with your investments.

Before investing in an ETF or LIC, you should obtain and consider the PDS or other disclosure documents available from the website of the ETF or LIC issuer.

### How to invest in listed securities

When you have sufficient funds available in your DIO Cash account, you'll be able to invest in listed securities within the DIO portal, which you can access through **Member Online**.

Once you've logged in, you can transact directly from the *Transact* tab.

Simply search for the company name or ASX code of the listed security you want to buy or sell. You can also buy or sell securities once you've looked up market information about them in the *Markets* section of the DIO portal.

Remember that you need to keep at least \$500 in your DIO Cash account at all times. Your request may not be processed if you don't have sufficient funds.

Rules apply, read the following sections for more details.

If you need help transacting in the DIO portal, a useful 'Help' feature is available which can provide you with the answers to many frequently asked questions.

## Minimum and maximum rules

A minimum trade value of \$500 applies to listed securities, although if the value of a listed investment you hold falls below \$500 you're allowed to sell the investment. In this situation, you must sell your entire holding in a single transaction.

We also enforce a few rules in the DIO to reduce your level of investment risk. These include:

- You can't invest more than 75% of your total account balance in listed securities.
- You can't invest more than 20% of your total account balance in a single listed security.

Your 'total account balance' includes your DIO and non-DIO investments.

## Rules for buying and selling listed securities

- Any buy or sell orders you place using the DIO portal will be placed 'at limit', subject to orderly market considerations.
- An at-limit order is an order to buy listed securities at not more than a specific limit price or to sell securities at not less than a specific limit price, subject to orderly market conditions. At-limit orders will remain on the market until the later of their nominated price being reached or the order expiring.
- You can choose the expiry of an at-limit order when you're buying or selling listed securities. The order can remain on market for 'today only', or 'unless cancelled' or 'set an expiry date'. These terms are explained below.
- 'Today only' orders are valid for the business day on which they're placed and will expire before the market opens on the next business day. If your order is placed outside market operating hours, it will become active on the next business day and will expire before the market opens again on the business day after the order was placed, unless cancelled as a result of ASX rules.
- If an order is only partially filled, the remainder will continue to be executed at the at-limit price, however you can amend or cancel the remainder of the order in the *Current Order* section of the *Transact* tab. You'll be liable to settle the filled portion, whether filled in whole or in part.
- 'Unless cancelled' orders will expire after 30 days of the order being placed, unless the order was executed previously, you cancelled it or it was cancelled as a result of ASX rules.
- 'Set an expiry date' orders will expire at the desired date up to a maximum of 30 days, unless the order was executed previously, you cancelled it or it was cancelled as a result of ASX rules.
- If a security is suspended from trading on the ASX, orders won't be placed on market until the suspension is lifted. However, the above expiry time frames will still apply regardless of whether or not the security is suspended.

- In certain circumstances, a trade that you've requested may be delayed or unable to be placed at all. If this occurs, OneVue will act in accordance with specific ASX rules and regulations that may not allow your trade request to be placed, either in part or in full.
- You may be able to amend some orders through the DIO portal. Orders can be amended online from the *Current Orders* section of the *Transact* tab.
- OneVue will use its best endeavours to complete partially filled orders, subject to orderly market considerations. Refer to the terms and conditions which contain further information about transaction processing. You can access these terms and conditions in the DIO portal through **Member Online**.
- Where a listed security falls out of the S&P/ASX 300 Index but continues to be listed on the ASX, you may continue to hold that security (and receive dividends and act on relevant corporate actions), but you may not purchase more of it. You can sell a security that has fallen outside the S&P/ASX 300 Index as long as it is still listed on the ASX (subject to an available market and orderly market considerations). If a security you hold delists from the ASX, you may be required to sell it.
- Where an ETF or LIC is no longer available through the DIO, you may continue to hold that ETF or LIC (and receive distribution payments), but you may not purchase more of it. You can sell an ETF or LIC that is no longer available through the DIO (subject to an available market and orderly market considerations).
- Execution of orders through OneVue is subject to a best execution policy, in place to ensure OneVue takes all reasonable steps to deliver the best outcome for each member in relation to the execution and allocation of orders.
- Your orders may not be completed, or they may be purged from the market in certain circumstances, subject to the rules and regulations of the ASX. This could happen if:
  - ASX rules and regulations prevent the order from being completed
  - there is no market for that security
  - there has been a suspension or other trading halt on that security
  - a market-to-limit order is going to cause a significant change to the market price or trade volumes
  - the price at which an order is placed is deemed to be too far from the prevailing market price, either by the ASX or by OneVue
  - a security is quoted 'Ex' (as defined by the ASX) for the purpose of determining an entitlement to shares, an offer to shareholders, a dividend or distribution payment or for any other reason

- the trade has been executed in error by the broker
- the trade will, or is likely to, interfere with the integrity or orderly nature of the market in any way
- the basis for a security's quotation on the ASX changes
- the security has been removed from official quotation on the ASX
- the trade is likely to result in a breach of the law or ASX rules and regulations
- the order expires (if it has not been executed or cancelled within 30 business days of your request being processed)
- the order has been purged in accordance with ASX rules
- a trading restriction is imposed on OneVue or
- there has been a disruption in the operation of the ASX

You must hold securities before you can sell them, and they must settle before you can use the cash proceeds to fund another purchase.

### Transaction timing and settlement

Any orders you request through the DIO portal will generally be placed on market once they're confirmed online.

This means as long as the ASX is trading that day, and your order is confirmed online between 10am and 4pm AEST/AEDT, it will generally be placed on market as soon as possible, within a maximum of 2 hours, where there is an available and orderly market for that security.

When you submit a request to buy listed securities, funds will be set aside to pay for that purchase from your DIO Cash account. The money will be deducted from your DIO Cash account balance upon settlement unless the order is cancelled. This is to prevent you overdrawing your DIO Cash account.

Settlement occurs 2 business days after a trade takes place (referred to as T+2).

The Transact tab in the DIO portal will reflect the settlement date of your transactions under the *Current Orders* section.

The account balance shown in **Member Online** won't incorporate the trade value until the third business day after your trade takes place.

You can view confirmations for recent transactions online from the *Current Orders* section in the *Transact* tab in the DIO portal.

You won't receive trade confirmations for any purchase or sale, as any securities held via the DIO are legally owned by the trustee of CareSuper.

### Dividends and distributions

Dividend or distribution payments will generally be credited to your DIO Cash account within a few business days of the payment date, which is the date on which a dividend or distribution is paid.

Dividend reinvestment isn't available through the DIO in relation to listed securities.

### Corporate actions

A corporate action is an activity or event that changes a listed company's securities and can have an impact on shareholders. Corporate actions must be approved by the listed company's directors and may involve voluntary or compulsory participation by shareholders. Examples of corporate actions include share buybacks, rights issues, options and share purchase plans.

If a security you hold is affected by a corporate action, you may be able to make an election and participate in the corporate action.

For some corporate actions such as a bonus issue or a name change, no election is required, and you won't be notified. In this situation, you'll automatically participate in the corporate action.

For other types of corporate actions, you'll need to make an election in order to participate. You'll only be able to participate in certain types of corporate actions, as approved by CareSuper.

When a corporate action arises in which you're eligible to take part, you'll receive an email alert prompting you to log into the DIO portal via **Member Online**. From there, you'll be able to view the corporate action details and, where applicable, make an election.

Before making an election, you need to:

- Read the offer documents relating to the corporate action. You can access these documents by clicking on the *Info* button on the corporate action elections found in the *Action* tab.
- Where applicable, ensure you have enough available funds in your DIO Cash account to carry out your instructions. If you don't have enough money in your DIO Cash account to carry out your election, no further action will be taken, and you won't be able to participate in the offer.

Your election must be made before the close date of the corporate action. The close date will be included in the email we send you and in the DIO portal which you can access through **Member Online**.

If you don't make an election, the corporate action's nominated default option (as defined under the terms of the corporate action) will apply to you. This may be to take no action and could result in a forfeiture or loss of securities, entitlements or consideration due.

If a corporate action results in you holding securities that are outside the S&P/ASX 300 Index but still listed on the ASX, you may continue to hold that security (and receive dividends and act on relevant corporate actions) as long as it is listed on the ASX, but you may not purchase more of it.

If a corporate action results in you holding securities that are not listed on the ASX (for example, an overseas exchange), you may be required to sell them, or they may be sold on your behalf. DIO members are not permitted to hold securities that are not listed on the ASX.

Provision of the corporate action election is not a recommendation for participation. The corporate action offer documentation is general information and does not take account of your personal circumstances.

When you're deciding whether to take part in a corporate action, you should consider any tax consequences, your personal circumstances and future obligations that may arise as a result of the corporate action.

### Learning more about listed securities

It's important to remember that the securities available through the DIO are high-risk.

Your super is important, and you'll want to be confident of the choices you're making.

We recommend seeking professional advice before choosing securities or changing your investments.

To find out more about each of the listed securities available via the DIO, you can read the individual investment profiles<sup>4</sup> provided by the DIO's execution broker in the *Research* tab found in the DIO portal.

It's also a good idea to learn about trading on the stock market before you start.

The resources listed here are a great starting point.

<sup>4</sup>While CareSuper uses all best endeavours to ensure the most recent investment profiles are available, CareSuper is reliant on provision of these profiles by the DIO's execution broker as a third party source. While it's believed to be reliable to the extent permitted by law, no responsibility for errors or omissions is accepted by Care Super Pty Ltd. The provision of these profiles does not constitute CareSuper's endorsement or recommendation of the information contained therein.

### About the stock market

If you need more information about the stock market, you can:

- access a wealth of information, including free online classes, on the ASX website [asx.com.au](http://asx.com.au)
- read financial journals and the financial pages of newspapers
- download the annual reports from the websites of companies in which you'd like to invest

### About ETFs and LICs

You can learn about ETFs and LICs online from the websites of companies who offer the ETFs and LICs made available through the DIO.

### Valuation of DIO investments

When you view your DIO investments in **Member Online** or the DIO portal, please note that your investments aren't updated in real time. You'll see the amounts and valuations as at the last business day.

The value of your DIO investments does not take account of tax (if applicable) that would be payable on the disposal of the DIO investments.

### Tax and the DIO



This section provides a brief summary of the tax implications applicable to super. Tax on super can be very complicated. We strongly recommend you confirm your individual tax situation with your tax adviser.

As all investments in the DIO are made via CareSuper, you benefit from the concessional tax treatment applicable to super investments.

The tax treatment varies depending on whether you hold a CareSuper super account or a Flexible Income account.

Both types of accounts will receive the benefit of franking credits as detailed on below and on page 13.

### CareSuper super accounts

Tax on interest received from a term deposit will be deducted from your DIO Cash account after the term deposit matures. If necessary, we'll top up your DIO Cash account as outlined on page 7.

Tax is payable on dividend income and this is deducted from the DIO Cash account balance after the dividend is deposited.

If you realise a capital gain during the financial year in relation to your DIO assets, tax will be deducted from your DIO Cash account on the disposal that gave rise to the capital gain.

Any franking credits and other related tax adjustments will generally be applied to your DIO Cash account in the end of year true-up in February of the following year. As part of calculating your tax adjustment at the end of the financial year, the benefit of capital losses on the disposal of your DIO assets may be applied to your account.

The ability to pay you a capital loss benefit will depend on the overall capital gain position of the DIO and/or the fund.

Tax on capital gains and income earned within a DIO account will generally be deducted when those transactions are processed.

### Flexible Income accounts

Since the investment returns you earn from a CareSuper Retirement Income account are currently tax-free, no tax will apply to any investments you hold in DIO.

This means you won't incur a tax liability or credit of any tax on earnings, interest or any other income, and capital gains or losses, and any foreign tax offsets won't apply.

### Franking credits for super and Flexible Income accounts

You must hold listed securities for a sufficient period in line with the '45 day rule' in order to be eligible for franking credits from any dividends.

To receive the applicable franking credits or tax adjustments, you must be a CareSuper member when the annual adjustment is due to be applied to your account, following the end of the financial year (around February of the following year).

### Exiting the DIO

If you want to withdraw or transfer your funds out of CareSuper, you'll need to exit the DIO first.

You may also wish to leave the DIO to invest in our other investment options.

This may take a little while to process, so it's important to keep this in mind if you're thinking about leaving the DIO or if you need to access your super urgently. Corporate actions or trading restrictions outside the trustee's control can also delay payments or transfers from the DIO.

If you want to exit the DIO, you'll need to:

#### 1. Sell your DIO investments

You must first sell down all investments you currently hold in the DIO.

You can do this in the DIO portal, which you can access via **Member Online**. We can't sell down your investments for you.

#### 2. Wait until all funds are available in your DIO Cash account

Your DIO Cash account must have all cleared funds before you can transfer your funds out of the DIO in full.

If some assets sell down quicker than others, you can make partial transfers out of the DIO into CareSuper's other non-DIO investment options, subject to the minimum DIO Cash account balance. See page 7 for more details.

- All sale proceeds must be credited to your DIO Cash account. Remember that the listed security transactions can take a few days to 'settle'. See page 11 for more details.
- If you need to break a term deposit early, you may need to wait up to 31 days to access your money, and the term deposit provider may charge a fee and/or reduce the interest you receive. See page 9 for more details.
- If you've invested in listed securities, you may have outstanding dividends or distribution payments owing.
- If you hold a listed security that's subject to a corporate action, you won't be able to sell down those securities until the corporate action is finalised.
- If you've invested in a listed security that becomes delisted from the ASX, you won't be able to sell those securities until formal resolution and instruction on the treatment of those securities is provided by the relevant authority (e.g. the company's Board, liquidator or another organisation responsible for administering the company), or until you can arrange an off-market transfer with a third party. Your securities will then be processed in line with these instructions.

We'll continue to deduct the DIO administration fee until you no longer hold any investments and your DIO Cash account balance is zero.

### 3. Transfer your entire DIO Cash account balance out of the DIO

Once all your funds are available in your DIO Cash account, you can transfer your entire DIO Cash account balance out of the DIO in **Member Online**.

Funds will transfer into your other non-DIO investment options in line with your future transaction nomination. You can change this instruction in **Member Online**.

The cut-off time to transfer funds into and out of the DIO is 2pm AEST/AEDT on a business day. Requests received after the cut-off times or submitted online on a national public holiday or weekend will be processed effective the following business day.

#### Tax impacts – CareSuper super accounts only

If you have a super account with us, we apply certain adjustments to your DIO account throughout the year, like franking credits and capital loss benefits. A tax adjustment is completed on your account after the end of each financial year in February of the following year.

If you're withdrawing your super from a CareSuper super account and you haven't yet had the relevant end of financial year tax adjustment applied to your account, you have two options:

#### 1. Withdraw your funds and forgo any tax benefits

You can choose to withdraw your funds from CareSuper without considering any outstanding tax adjustments. These may be positive or negative.

If you select this option, you'll receive the amount contained in your benefit quote which won't include any tax adjustments for the DIO. You'll forgo any tax benefits or obligations associated with the DIO which have not been applied to your account.

#### 2. Leave \$6,000 in your CareSuper account to keep it open until the tax adjustment has been processed

If you'd like to wait until your end of financial year tax adjustment has been processed, you'll need to keep at least \$6,000 in your CareSuper account to keep it open.

Any tax benefits or obligations will be either credited to or deducted from this account.

If you choose this option, you'll continue to pay fees on your CareSuper account while it remains open.

We'll try to contact you to get your instructions if you're impacted by this.

### Transferring DIO from super to Flexible Income

If you have a CareSuper super account, you may be able to transfer your existing DIO investments into a Flexible Income account.

This way you don't need to sell your DIO investments and buy them again in your new retirement income account.

Please note that the DIO isn't available in Transition to Retirement (TTR) Income and Managed Income accounts. If you're opening a TTR Income or Managed Income account, you'll need to exit the DIO before your funds can move into your new account. Please see *Exiting the DIO* on page 13 for more details.

If you'd like to transfer your existing DIO investments from a CareSuper super account into a Flexible Income account, you can select this option on the *Open a Retirement Income account* form. This form is available in the *Retirement Income PDS*.

### Other important information

#### Ownership of DIO assets

Any term deposits, listed shares, ETFs and LICs held through the DIO are owned by CareSuper Pty Ltd as the trustee.

As an investor using DIO, you may get some benefits of investing in term deposits or owning listed securities via the DIO (for example, dividends and interest payments), however you do not have any direct rights or interests in any of the securities you hold or term deposits you invest in.

#### Your email is important

If the email address we have recorded for you becomes invalid, you'll still be able to transact in the DIO, but you won't receive any emails about your DIO investments.

Keeping your email address up to date ensures you'll receive notification regarding term deposit maturity, corporate actions or any other notifications about your DIO investments.

Your email address will be considered invalid if we receive a 'bounce-back' notification to let us know the email has been returned to us undelivered. Some of the most common reasons this occurs are:

- you've changed jobs
- your email account has closed (for example, you've changed your email address)
- your email inbox is temporarily full and can't receive emails
- your email address contains a spelling mistake.

You can update your email in **Member Online**, or by calling us on **1800 005 166**.

### Risks of transacting online


To the extent permitted by law, CareSuper accepts no responsibility should the DIO be unavailable for transacting. CareSuper reserves the right to temporarily change, suspend or cancel operations in **Member Online** and the DIO without prior notice.

As with any service that uses technology, there is some risk that the administration system's hardware and software may fail, causing a delay in the processing and reporting of your account. We do not accept responsibility if this was to happen and the failure was outside of our control. We have sought to address this risk and the risks associated with other unforeseen circumstances by implementing a disaster recovery plan and ensuring that relevant service providers also have disaster recovery and business continuity arrangements in place. This includes manual processes and nightly backups of our systems and data.



**Have some  
questions? No worries.**

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