CareSuper

Guaranteed Income Member Guide

Product Disclosure Statement

THIS PRODUCT IS CLOSED TO NEW APPLICATIONS

Guaranteed Lifetime Income
Guaranteed Fixed Term Income

1 NOVEMBER 2024

An Industry SuperFund

Issued by CareSuper Pty Ltd (Trustee)
ABN 14 008 650 628 AFSL 238718
CareSuper (Fund) ABN 74 559 365 913

This Product Disclosure Statement is solely issued for the purpose of transferring and receiving existing policy holders between CareSuper and the newly merged entity (formed because of Spirit Super and CareSuper merging) which is also named CareSuper. None of the features and benefits described in this PDS apply to existing policy holders and this product is no longer available for purchase. Existing policy holders are to refer to and rely on the PDS in use at the time of purchasing their annuity.

ABOUT THE GUARANTEED INCOME MEMBER GUIDE

This member guide is a Product Disclosure Statement issued on 1 November 2024 by CareSuper Pty Ltd (the Trustee). It sets out the main features, costs, benefits and risks of investing in a Guaranteed Income product with CareSuper (CareSuper or the Fund). The Guaranteed Lifetime Income and Guaranteed Fixed Term Income account options are collectively referred to in this member guide as the Guaranteed Income product.

The CareSuper Guaranteed Income product is offered by the Trustee.

In the event of any inconsistency between the terms of the member guide and the governing rules of the Guaranteed Income product, including the CareSuper Trust Deed, the governing rules of the Guaranteed Income product will prevail.

MANAGING CARESUPER

The Trustee is responsible for ensuring CareSuper is managed in the best interests of all members. The Trustee also appoints various organisations to assist it with running CareSuper.

CareSuper's Trust Deed governs the operation of the fund. From time to time this may need to be amended and members will be notified of any significant changes.

You can view the Trust Deed at our website **caresuper.com.au/trustdeed** or you can request a copy by calling us on 1800 005 166.

THE RIGHT ADVICE PUTS YOU IN CHARGE

Before acting on the information in this member guide, you will need to seek the advice of a licenced financial planner.

Explore your financial advice choices at **caresuper.com.au/advice** or by calling **1800 005 166**.

ABOUT CHALLENGER

The money you invest in this Guaranteed Income product is invested in a life policy (Policy) issued to the Trustee by Challenger Life Company Limited (ABN 44 072 486 938 AFSL 234670) (Challenger Life), a life insurance company within the Challenger group of companies. The benefits provided by the Guaranteed Income product are supported by the Policy issued by Challenger Life, and not the Trustee. The Trustee will only pay members their income payments to the extent that the Trustee receives payment from Challenger Life.

The Trustee, as issuer of the Guaranteed Income product, does not provide any guarantees in respect of the product and relies wholly on Challenger Life to fund your entitlements from the product.

Challenger Life's ultimate parent is Challenger Limited (ABN 85 106 842 371). Neither Challenger Limited nor any other company within the Challenger group of companies guarantees the performance of Challenger Life's obligations or assumes any liability in connection with the Policy.

For more information on how your money is invested with Challenger Life, refer to page 14.

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About our Guaranteed Income product

ENJOY YOUR RETIREMENT WITH THE PEACE OF MIND OF A SECURE, REGULAR INCOME.

With a Guaranteed Income account, you invest your super savings and receive regular, guaranteed payments over your lifetime or a set period of time regardless of market conditions. These types of accounts can be referred to as 'non-account-based pensions'.

Our Guaranteed Income account options are:

1 **GUARANTEED LIFETIME INCOME**

You receive regular payments for your lifetime, or your lifetime and the lifetime of your spouse.

2 **GUARANTEED FIXED TERM INCOME**

You receive regular payments during an investment term between one and 40 years. You can also choose to have between 0% and 100% of your initial capital returned to you at the end of the term. This is known as the residual capital value (RCV).

When you invest in a Guaranteed Income account, your money is invested in a life policy issued by Challenger Life Company Limited, which is supervised by the Australian Prudential Regulation Authority (APRA).

Features at a glance

	Guaranteed Lifetime Income account	Guaranteed Fixed Term Income account
What type of product is it?	Non-account-based pension	Non-account-based pension
Who is eligible to start an account?	You will need to be aged 60 or over and have access to an unrestricted non-preserved super benefit of at least $10,000. Read more on page 8	You will need to be aged 60 or over and have access to an unrestricted non-preserved super benefit of at least $10,000. Read more on page 10
What is the minimum investment amount?	$10,000	$10,000
What is the maximum investment amount?	$1.9 million	$1.9 million
How long will a Guaranteed Income account last?	Your lifetime or the combined lifetimes of you and your nominated reversionary beneficiary. Read more on page 8	You can choose an investment term between one and 40 years. Read more on page 10

How Guaranteed Income accounts work

Can I have my regular payments indexed by CPI?	Yes	Yes
How often can I choose to receive payments?	Monthly payments for life	You can choose to be paid monthly, quarterly, half-yearly or yearly
When will I receive payments?	Your payments are made monthly. Read more on page 7	Your payments are made at the end of your chosen payment period. Read more on page 7
Can I make a full withdrawal from my account?	Yes, within the withdrawal period	Yes, until the end of your investment term
Can I make partial withdrawals from my account?	No	No
Can I add extra to my account?	Once your account is open you cannot make contributions to it	Once your account is open you cannot make contributions to it
Will my capital be repaid to me?	The Guaranteed Lifetime Income Account does not have a residual capital value as it provides regular payments for your life. Your regular payments include a return of some of your capital	You can choose to have all of your capital repaid to you at the end of the investment term. Or you can choose to have some or all of your capital repaid to you (as part of your regular payments) throughout the investment term
Is my Guaranteed Income account assessed under Centrelink's assets test and income test?	Yes. Read more on page 24	Yes. Read more on page 24
Can I nominate a reversionary beneficiary to continue receiving income payments if I die?	Yes, but you can only nominate your spouse	Yes, but you can only nominate your spouse
Can I make a binding or non-binding death benefit nomination?	Yes	Yes
Is there a death benefit payable?	Yes, payable within the withdrawal period.	Yes, payable for the term of the account.

Benefits and risks of the Guaranteed Income product

A Guaranteed Income account could have significant benefits for you in retirement, but it's important to get a full picture by understanding the risks involved. A financial planner will help you weigh up your options and make decisions based on your circumstances.

THE BENEFITS

Some of the benefits of the CareSuper Guaranteed Income product are:

A CERTAIN, REGULAR INCOME

You have the certainty of knowing how much your income payments will be over an agreed period of time, regardless of market conditions. This can help you budget your money more easily.

You can also choose to have regular payments paid to your spouse, known as your 'reversionary beneficiary', if you die before them. Your reversionary beneficiary can continue to receive payments:

- Until the end of the fixed term, if you have a Guaranteed Fixed Term Income account, or
- For their lifetime, if you have a Guaranteed Lifetime Income account.

The amount of your regular payments is determined at the time you open a Guaranteed Income account. How much you receive will depend on your initial capital investment, the account options you choose, prevailing interest rates and, if starting a Guaranteed Lifetime Income account, your life expectancy (and the life expectancy of any reversionary beneficiary). The dollar value of your regular payments can change over time if you choose an indexation option.

PROTECTION FROM MARKET RISK AND INFLATION

Guaranteed Income accounts can provide the comfort of knowing you will receive regular payments for your chosen fixed term or your lifetime, regardless of how investment markets perform. You don't bear any market risk in relation to how your capital is invested. Challenger Life bears the market risk as it guarantees your regular payments, regardless of how investment markets perform. Read the 'How your money is invested' section on page 14.

If you index your payments, your Guaranteed Income account can also help protect you from the effects of inflation by helping to maintain the purchasing power of your regular payments.

INCOME TO LAST YOUR LIFETIME

Living longer is a good thing, but could mean you outlive your retirement savings. With a Guaranteed Lifetime Income account, you get a regular income that lasts for your lifetime and if you've chosen the reversionary option, the lifetime of your reversionary beneficiary.

THE RISKS

All investments carry some risk. The appropriate level of risk for you will depend on factors such as your age, financial goals, investment timeframe, your other assets and your tolerance for risk. Below are the key risks that you should take into account when deciding whether to open a Guaranteed Income account.

WITHDRAWAL RISK

This is the risk that if your account is withdrawn (voluntarily or on death), the amount paid is likely to be less than your initial investment even after taking into account payments you have already received or what you might have received had you continued to hold your account until the end of the fixed term or for your lifetime.

The withdrawal value will vary over time as the amount payable depends on how long you've held the account and the prevailing interest rates at that time.

A Guaranteed Lifetime Income account ceases to have a withdrawal value after the end of the withdrawal period.

Read pages 12 and 13 for more information on withdrawing from a Guaranteed Income account.

COUNTERPARTY RISK

This is the risk that Challenger Life, the issuer of the life policy in which CareSuper Guaranteed Income accounts are invested, becomes unable to meet its commitment to CareSuper in making the guaranteed payments in respect of Guaranteed Income accounts.

Challenger is regulated under the *Life Insurance Act 1995* (Cth) (Life Insurance Act which governs the provision of life policies in Australia) and the prudential standards made under it, which prescribe minimum capital and solvency requirements for Challenger as well as for the life policies it writes.

The Australian Prudential Regulation Authority (APRA) actively supervises Challenger Life's compliance with these requirements which are designed to ensure that Challenger Life is able to meet its obligations to investors, including CareSuper. For example, Challenger is required to hold enough capital to withstand a one in 200-year shock event.

Even so, unforeseen and extreme circumstances that might impact Challenger's ability to make payments to CareSuper can never be completely ruled out.

CareSuper, as issuer of the Guaranteed Income product, does not provide any guarantee in respect of the product. The guarantee is provided by Challenger Life under the life policy issued to the Trustee. CareSuper relies wholly on Challenger Life to fund your entitlements from the accounts and will not pay your entitlements under a Guaranteed Income account if Challenger Life is unable to fund these entitlements.

For more information, see 'How your money is invested' section on page 14.

INFLATION RISK

This is the risk that the real value of your regular payments may reduce over time as a result of inflation.

To help manage this risk, we offer a number of indexation options. Choosing an indexation option will generally reduce the amount of your initial regular payments, but means your payment amount will increase during times of high inflation. For more information on indexation, refer to pages 8 and 9.

A financial planner will help you weigh up your options and make decisions based on your circumstances.

Investing in the Guaranteed Income product

The CareSuper Guaranteed Income product lets you convert your super savings into a regular, guaranteed income. This can give you greater certainty and comfort in retirement, knowing your payments will last you a lifetime or the fixed term you choose.

WHAT DOES 'UNRESTRICTED NON-PRESERVED' OR 'PRESERVED' MONEY MEAN?

Money in super is classified in different ways. These classifications determine when and how you can access your money. If you are retiring or leaving work on or after age 60, your super will become classified as unrestricted non-preserved.

UNRESTRICTED NON-PRESERVED

Unrestricted non-preserved super can be accessed without age restrictions and without a change in employment status. Generally, your money will become unrestricted non-preserved when you satisfy one of the following conditions of release:

- You have reached age 60 and have since ceased employment with an employer
- You are permanently incapacitated, or
- You have reached age 65.

RESTRICTED NON-PRESERVED

These benefits are typically tied to employment-related contributions made before 1 July 1999. Once you have stopped working for the employer who made the contributions, you can generally access these benefits.

PRESERVED

Since 30 June 1999, all contributions paid into a super fund by or on behalf of a member are considered 'preserved benefits'. These benefits must remain in the member's account until the member meets a condition of release.

All preserved benefits transferred between CareSuper and other super funds will continue to be preserved benefits. Eligible spouse contributions are also preserved.

Generally, you can access your preserved benefits when you have reached your preservation age and retire. You can work out your preservation age using 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

YOUR INCOME PAYMENTS

HOW MUCH WILL MY PAYMENTS BE?

The dollar amount of your regular payments from a Guaranteed Income account will be determined by a range of factors, including:

- Your initial investment amount (must be at least $10,000)
- The type of account and other options you choose
- The frequency of your payments
- The payment rate on offer.

Your quoted payment amount is after fees and costs for managing your Guaranteed Income account, meaning no fees are deducted directly from your account. Read the 'Fees and other costs' section on pages 19 to 22.

WHAT IS THE MINIMUM PAYMENT AMOUNT?

The payments you receive from your Guaranteed Fixed Term Income Account must meet the minimum payment amount set by the government. The minimum payment amount is calculated as a percentage of your initial investment amount. You can work out your minimum payment amount using the table below.

MINIMUM ANNUAL PAYMENTS

Age	Rate
Under 65	4%
65-74	5%
75-79	6%
80-84	7%
85-89	9%
90-94	11%
95 or more	14%

If you open a Guaranteed Fixed Term Income account with no residual capital value, the minimum payment standards only need to be met in the first year of the account.

If you open a Guaranteed Fixed Term Income account with a residual capital value, the minimum payment requirements need to be met in each year of payment.

Your quoted regular payment amounts will meet these requirements.

If you request a full withdrawal, you may need to be paid a minimum income payment to meet government requirements. Your minimum payment is based on the scheduled payment apportioned for the number of days the income was payable.

The withdrawal value will take into account any minimum payment that may be required.

HOW ARE INCOME PAYMENTS MADE?

Income payments are made by Electronic Funds Transfer (EFT) directly into your nominated bank, building society or credit union account. Payments will not be made by cheque. Your nominated account must be held either in your name or, if the nominated account is held jointly, you must be one of the account holders.

WHEN ARE INCOME PAYMENTS MADE?

For the Guaranteed Fixed Term Income account you can choose monthly, quarterly, half-yearly or yearly payments. If you have a Guaranteed Fixed Term account with a term of one year, your payments must be made monthly, quarterly or half-yearly. For the Guaranteed Lifetime income account, payments are made monthly.

Payments will be made on the day that corresponds to the date you opened your account. For example, if you opened your account on 23 June and selected the monthly frequency, your payments would be made on the 23rd of each month.

If your payment date falls on a weekend or public holiday, your payment will be made on the previous business day.

Once your account starts, the first payment will be made at the end of the payment frequency you have chosen. For example, if you choose to be paid monthly, the first payment will be made one month after the account starts. If you choose to be paid annually, the first payment will be made on the first anniversary of the date you opened the account.

IMPORTANT NOTE:

When you close your account, your withdrawal value is likely to be less than what you invested, even after taking into account payments you have already received.

You are unable to change the frequency of your Guaranteed Lifetime Income account.

About the Guaranteed Lifetime Income account option

A Guaranteed Lifetime Income account gives you a regular cash flow for life, regardless of how long you live or how investment markets perform.

WHAT ARE MY OPTIONS FOR THE WITHDRAWAL PERIOD?

When you start your account, it has a withdrawal period based on your life expectancy.[1] During the withdrawal period:

- You can choose to close your account in return for a lump sum payment or roll over your withdrawal value within the superannuation system (see page 12)
- If you die and do not have a reversionary beneficiary, a lump sum death benefit is payable to your dependants (see page 15).

The maximum withdrawal value starts at 100% of the amount you invest and progressively reduces to zero at the end of the withdrawal period. After your withdrawal period ends, your account has no withdrawal value, you can't make a voluntary withdrawal on your account and there is no lump sum payable on your death.

Your withdrawal period will be determined when you open your account and is shown on your quote. The withdrawal period is based on your life expectancy. If you have nominated a reversionary beneficiary, your life expectancy determines the withdrawal period.

[1] Calculated in accordance with the Australian Life Tables, rounded down to whole years and multiplied by 365 days. This may be different to what Challenger Life estimates your life expectancy to be.

WHAT ARE MY OPTIONS FOR INDEXATION?

You can choose to have your payments adjusted annually in line with CPI[2] movements. The adjustment occurs after each anniversary of your account being opened. You can choose full indexation, partial indexation or no indexation.

[2] The CPI is the weighted average of the Eight Capital Cities Index as published by the Australian Statistician, to provide a general measure of price inflation for all Australian households. Challenger Life reserves the right to adjust the index if there is a change in law which results in a material change to the CPI or its use. Challenger Life does not cap CPI changes. If the CPI decreases, your regular payments will reduce. The index used to calculate the CPI can be changed at any time. The CPI is only a proxy for inflation and does not exactly match actual price or wage inflation in the economy.

FULL INDEXATION

Your payments are indexed annually in line with the CPI. The change will be applied to the first payment after each anniversary of the start of your account, and the regular payments for the year that follows will be made at the indexed level. If the CPI increases, your payments will also increase by that proportion. If the CPI decreases in any particular year, your payments will also decrease. See below for an example.

PARTIAL INDEXATION

Your payments increase annually in line with any CPI increase that is greater than 2% and decrease annually in line with any CPI decreases. If the CPI increases but the increase is less than 2%, your regular payments will not change, and if the CPI decreases, the full amount of the decrease will apply. If the CPI increases by more than 2%, your payments will increase by the increase in the CPI, less 2%. See below for an example.

Any change will be applied to the first payment after each anniversary of the start of your account and the regular payments for the year that follows will be made at the indexed level.

Although your regular payments will not increase during periods of low inflation and will decrease during periods of deflation, this option provides some protection in periods of high inflation. Choosing this option generally means that you will receive higher initial regular payments, when compared to an account with full indexation and lower initial regular payments than an account with no indexation. It is not possible to predict how your future payments might compare, as it is not possible to predict CPI changes.

NO INDEXATION

By choosing this option, your payment amount will not change from year to year.

Choosing this option will generally mean that you receive higher initial payments when compared to an account with indexation. However, because the regular payments will not be adjusted, in periods of inflation your purchasing power will reduce and your future payments could be less than if you had chosen indexation.

HOW INDEXATION WORKS

The example below is based on a Guaranteed Lifetime Income account with monthly payments of $1,000. It shows the potential impact of full or partial indexation or no indexation on an account. It also shows how payments would change with CPI[1] changes, depending on the indexation option chosen.

This process occurs annually throughout the life of the account and the indexation is applied to the amount of the regular payments as at the anniversary date.

	CPI increases by 1%	CPI decreases by 1%	CPI increases by 2.5%	CPI decreases by 2.5%
Full indexation	On the first anniversary of your account, the monthly payments would increase to $1,010 (an increase of 1%) effective from the 13th monthly payment. The account would then make monthly payments of $1010 throughout the second year.	On the first anniversary of your account, the monthly payments would decrease to $990 (a decrease of 1%) effective from the 13th monthly payment. The account would then make monthly payments of $990 throughout the second year.	On the first anniversary of your account, the monthly payments would increase to $1,025 (an increase of 2.5%) effective from the 13th monthly payment. The account would then make monthly payments of $1,025 throughout the second year.	On the first anniversary of your account, the monthly payments would decrease to $975 (a decrease of 2.5%) effective from the 13th monthly payment. The account would then make monthly payments of $975 throughout the second year.
Partial indexation	Monthly payments would not be adjusted, so would continue to be $1,000 for the second year.	As above.	On the first anniversary of your account, the monthly payments would increase to $1,005 (an increase of 0.5%, which is the increase in CPI above 2%) effective from the 13th monthly payment. The account would then make monthly payments of $1,005 throughout the second year.	As above.
No indexation	Monthly payments would continue to be $1,000 and would not be adjusted.			

[1]The change, if any will be equal to the difference in the CPI between the second-last complete quarter before the day on which the indexation is to apply and the CPI for the same quarter of the immediately preceding year, expressed as a percentage.

About the Guaranteed Fixed Term Income account option

A Guaranteed Fixed Term Income account gives you a regular cash flow for your desired investment term, regardless of how investment markets perform. You also have the flexibility to withdraw at any time.

HOW LONG WILL I BE INVESTED FOR?

You can choose to receive payments over a term of one to 40 years, inclusive (in whole years), subject to meeting the government's minimum payment requirements.

For an account with no residual capital value, the maximum term must be no greater than the number of whole years until you reach age 100.

CAN I HAVE MY CAPITAL REPAID?

You can choose to have the initial capital you use to start the account repaid to you:

- Throughout the investment term as part of your regular payments
- At the end of the investment term, or
- A combination of both.

When you open your account, you can choose to receive between 0% and 100% of your initial capital at the end of the term. This is known as the residual capital value (RCV).

If you choose RCV100, all (100%) of your initial capital will be repaid to you at the end of the term. If you choose RCV0, all of your initial capital will be repaid to you during the investment term and none (0%) at the end. Because of this, an RCV0 account will give you higher payments but no capital at the end of the term, while an RCV100 account will give you lower payments but all of your capital at the end.

You can choose a combination of both capital repayment methods and your regular payments will adjust accordingly. For example, if you invest $10,000 and choose to receive 90% of your capital at the end of the term (RCV90), you will receive a capital repayment at the end of the term of $9,000. Throughout the term you will have received the other $1,000 of your initial capital as part of your regular payments (the precise amount of capital per payment will depend on the investment term and the payment frequency).

Depending on prevailing interest rates, you may be required to choose an RCV that is lower than 100% in order for your payments to meet the government's minimum payment requirements. See page 7 for more information.

WHAT ARE MY OPTIONS FOR INDEXATION?

If you choose to have all of your capital repaid throughout the investment term (RCV0) and the term is at least 2 years, you may be able to choose to have your regular payments indexed annually. The increase can either be in line with increases in the CPI[1] or by a fixed percentage between 1% and 5%. The increase will be applied to the first payment after each anniversary of the start of your account. The increase applies to the dollar amount of your regular payments as at the anniversary date.

If you choose to index in line with CPI and the CPI change in a given year is negative, then your regular payment amount will stay the same. The next time Challenger calculates indexation, they will use the increase in CPI since the last time indexation was applied to your payments.

If you choose fixed indexation, your regular payments will be increased by your chosen percentage each year. If you do not choose indexation, your regular payments will stay the same which means that in periods of inflation the purchasing power of your regular payments will reduce and your future regular payments could be less than if you had chosen indexation.

By choosing indexation, your initial regular payments will be lower than if you start an account without indexation; however, the payments should increase over time if CPI increases.

[1]The CPI is the weighted average of the Eight Capital Cities Index as published by the Australian Statistician, to provide a general measure of price inflation for all Australian households. Challenger Life reserves the right to adjust the index if there is a change in law which results in a material change to the CPI or its use. Challenger Life does not cap CPI changes. The index used to calculate the CPI can be changed at any time. The CPI is only a proxy for inflation and does not exactly match actual price or wage inflation in the economy. To determine the increase in the CPI to apply to your regular payments, Challenger Life calculates the difference in the CPI between the second-last complete quarter before the day on which the indexation is to apply and either the CPI for the same quarter of the immediately preceding year or the CPI used for the previous increase and express this as a percentage.

HOW INDEXATION WORKS

If you are receiving monthly payments of $1,000 and you have chosen 3% indexation, then on the first anniversary of the start of your account your monthly payments would increase to $1,030 (an increase of 3%), effective from the 13th monthly payment. The account would then make monthly payments of $1,030 throughout the second year. On the second anniversary your monthly payments would increase to $1,060.90 (a further 3% increase) throughout the third year. This process occurs annually over the investment term and the indexation is applied to the dollar amount of the regular payments as at the anniversary date.

Managing your Guaranteed Income account

YOUR WELCOME PACK

When your account is opened, we will send you an Account Schedule that confirms your new Guaranteed Income account and your payment details. We will send you a Centrelink Schedule for social services purposes.

While we take all possible care in producing your Account Schedule and other investment documentation, we reserve the right to correct the documentation if we make an administrative error.

ANNUAL MEMBER STATEMENT

We will send you an Annual member statement each year with details of the payments you have received during the year and other account information.

CONTINUITY CERTIFICATES (GUARANTEED LIFETIME INCOME ACCOUNTS ONLY)

Before the end of your withdrawal period and every 6 months thereafter, we will send you and your reversionary beneficiary (if applicable) a continuity certificate to complete. This is used as evidence of your survival and allows for your payments to continue.

It's important that you complete and return the continuity certificate to us within 30 days of it being sent. If we don't have evidence of your survival, we reserve the right to discontinue your regular payments and/or cancel your account.

MAKING CHANGES TO YOUR ACCOUNT

You cannot make changes to your account options (see pages 8 and 9) once you have opened your account, other than the cancellation of a reversionary beneficiary. You can make or change a binding or non-binding beneficiary nomination at any time.

You cannot make additional deposits to your account. It is also not possible to switch between Guaranteed Income accounts.

KEEPING US INFORMED

It is important that we have correct contact details for you, your reversionary beneficiary and/or your nominated beneficiary/ies so that we can communicate with you and provide you with important information.

If your bank account details change, please let us know as soon as possible so we can ensure your payments are made to the correct account.

To update your details, call us on **1800 005 166**.

You can also write to us at:

CareSuper Pension
GPO Box 1547
Hobart TAS 7001

WHAT HAPPENS WHEN MY GUARANTEED FIXED TERM INCOME ACCOUNT MATURES?

The last day of your Guaranteed Fixed Term Income account is called the maturity date. If you have chosen not to have any residual capital value, your account will be closed at this date.

If you have chosen a residual capital value, we'll get in touch at least 30 days before your account maturity date. At this time you can choose to:

- Roll over the residual capital value for a further term (providing the residual capital value exceeds the minimum investment requirements)
- Start a new Guaranteed Lifetime Income or Guaranteed Fixed Term Income account
- Roll over the residual capital value to an existing CareSuper account or other super fund account, or
- Have the residual capital value repaid to you as a lump sum.

If you choose to roll over the residual capital for a further term, we may reduce your residual capital value or your selected term to ensure that your account continues to meet the government's payment standards.

If you don't let us know your choice before the end of your investment term, your residual capital will be paid to you.

NEED HELP MANAGING YOUR ACCOUNT?

If you need help with or information about your Guaranteed Income account, call us on **1800 005 166**.

WITHDRAWING YOUR ACCOUNT

Before you withdraw your account, we recommend you speak with your financial planner to discuss any of the financial impacts.

GUARANTEED LIFETIME INCOME

Your account has a withdrawal value during the withdrawal period. A lump sum may be payable if during this period you:

- Close your account early
- Die without a reversionary beneficiary, or
- Die and your reversionary beneficiary also dies.

After your withdrawal period ends, your account does not have a withdrawal value, you cannot withdraw voluntarily and a lump sum is not payable on death.

THE WITHDRAWAL VALUE OF YOUR ACCOUNT

The voluntary withdrawal value of your account reduces over the withdrawal period. When you open your Guaranteed Lifetime Income account, the withdrawal value is equal to your initial investment amount. The withdrawal value then reduces over time until it reaches zero at the end of the withdrawal period.

The withdrawal value depends on movements in interest rates between the time you open your account and the time your withdrawal is processed. As interest rates change over time, it is only possible to determine the withdrawal value at the time of withdrawal and the withdrawal value is likely to be less than what you invested, even after taking into account payments you have already received.

The death benefit payable during the withdrawal period is equal to 100% of the amount invested for the first half of the withdrawal period rounded down to the nearest whole number. For the remainder of the withdrawal period your withdrawal value is equal to the maximum voluntary withdrawal value.

The following chart provides a visual example of the withdrawal value for a 65 year old female.

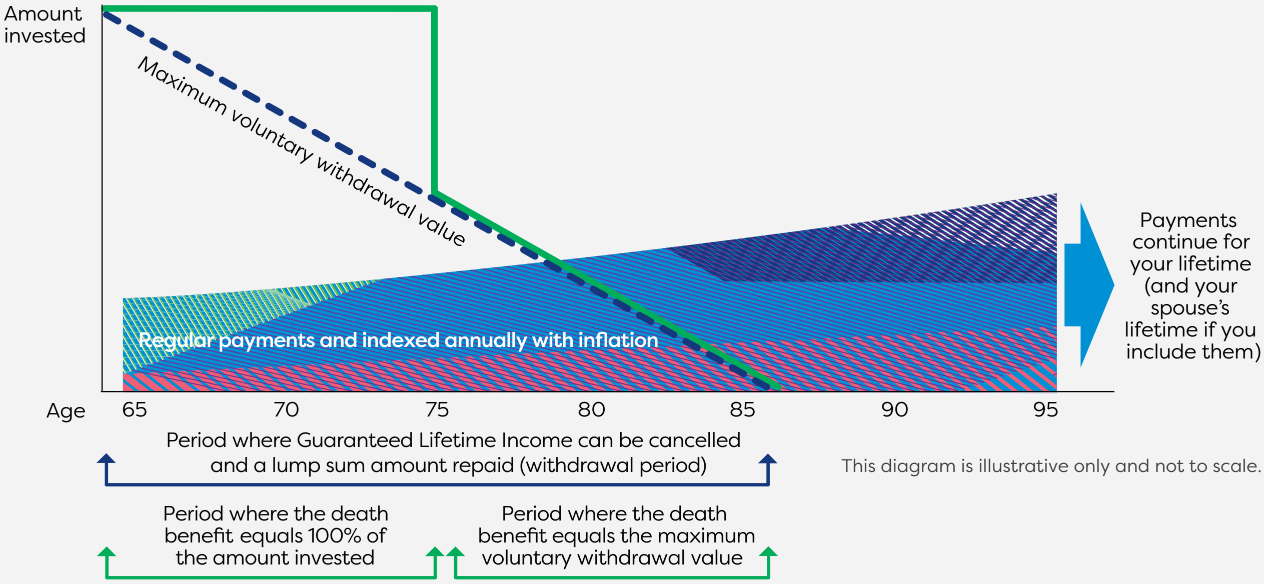
WITHDRAWING A GUARANTEED FIXED TERM INCOME ACCOUNT

A Guaranteed Fixed Term Income account is designed to be held for the term you choose; however, full withdrawals are permitted before the end of your chosen investment term.

The withdrawal value of your account is the value of the payments you would have received for the entire investment term, factoring in indexation and taking into account that payment will be made prior to the scheduled payment dates (the 'present value'). Your withdrawal value will depend on movements in interest rates between the time you start the account and the time you request the withdrawal.

The withdrawal value is likely to be less than what you invested, even after taking into account payments you have already received. The calculation method of the present value is impacted by changing rates, which means it is only possible to determine the withdrawal value at the time of withdrawal.

EXAMPLE BASED ON A 65 YEAR OLD FEMALE



This diagram is illustrative only and not to scale.

See pages 26 to 28 for withdrawal value illustrations.

If your account has a residual capital value, the lump sum payable on your death may be greater than your voluntary withdrawal value. This is because the value of your account will generally be calculated more favourably in recognition that the withdrawal was not a voluntary withdrawal. If your account has no residual capital value, the lump sum payable on your death will be equal to the voluntary withdrawal value.

See pages 26 to 28 for withdrawal value illustrations.

HOW IS THE WITHDRAWAL VALUE CALCULATED?

To calculate the withdrawal value, Challenger Life will work out the present value of all the payments (including any residual capital value) that you would have received from the date of calculation to the end of the investment term. This can involve a significant discount in some circumstances, and may result in the withdrawal value being less than the amount you invested.

The calculation is as follows:

1. Challenger Life calculates the present value of your RCV to reflect the fact that the payment will be made earlier than the maturity date.
2. Challenger Life calculates the present value of each of the future regular payments you would have received during the remainder of the investment term (to reflect their early payment).
3. Challenger Life then adds together the present value of your RCV and all future payments (as calculated in steps 1 and 2).

The combined total in step 3 is your withdrawal value.

See pages 26 to 28 for withdrawal value illustrations.

HOW CAN I REQUEST A WITHDRAWAL?

If you want to make a withdrawal, call us on **1800 005 166** for your withdrawal value. We will send you a letter confirming your withdrawal value at the date of your request, along with a **Withdrawal request** form for you to complete and return to us.

If you make a voluntary withdrawal, we may be required to pay a minimum payment amount to you. This minimum payment will be based on the scheduled payment apportioned for the number of days your account was open. The withdrawal value you are paid will be less any required minimum payment amount.

The withdrawal value of your account on the day we make the payment may vary from the withdrawal value stated in the letter we send you. To minimise any variation, we will generally pay the withdrawal value within five business days of receiving all required documentation.

For security purposes, funds are transferred into your nominated bank account (where your income payments are deposited).

How your money is invested

When you invest in a CareSuper Guaranteed Income account, your money is invested in a life policy issued by Challenger Life, a life insurance company within the Challenger group of companies.

HOW DOES IT WORK?

Your money is pooled in a fund with money received from other Guaranteed Income members and other investors who have purchased a life policy issued by Challenger Life. Challenger Life also adds to this fund from its own money.

This fund is known as a statutory fund and is regulated under the *Life Insurance Act 1995* (Cth).

ABOUT THE STATUTORY FUND

The name of Challenger Life's statutory fund that your money will go to when you invest in a Guaranteed Income account is Challenger's Statutory Fund No. 2. All references to guarantees in relation to benefits provided by the Guaranteed Income accounts are to payments made to CareSuper in accordance with the life policy issued by Challenger Life.

HOW IS THE STATUTORY FUND INVESTED?

Challenger Life will invest the statutory fund, subject to investment restrictions in the *Life Insurance Act 1995* (Cth). Generally, the fund will be invested in cash, shares, corporate bonds, convertible notes, debt instruments, geared and ungeared property investments, infrastructure investments and other assets.

The investment objectives for the fund include to achieve consistent returns and to match the cash flow in from investment returns with cash flow out to investors so that all present and future guaranteed payments can be made to all investors.

FUND PERFORMANCE AND PAYMENTS

All regular payments are made from the statutory fund, even if the fund suffers poor investment returns. If the balance of the fund falls below the minimum level needed to make current and future payments, Challenger may be required to top up the fund with its own money. APRA actively supervises this requirement and can intervene to ensure that payment obligations are met despite volatile or adverse movements in the broader financial markets.

If the statutory fund receives additional investment returns above the amount necessary to make all guaranteed payments, then Challenger Life can take some surplus income from the fund; however, it is only legally permitted to do so after it has made sure that there are sufficient funds to meet the current and future regular payments for all investors. Guaranteed Income members do not share in any surplus generated by the statutory fund.

SUSTAINABLE INVESTING

Challenger is a signatory to the United Nations Principles of Responsible Investment (UNPRI) and aims to be a responsible investor by considering environmental, social and governance (ESG) factors when investing the assets of the statutory fund. In signing up to UNPRI, Challenger has committed to extending ESG integration activities across its investments, as it recognises that such factors are important and can have an impact on investment performance over the longer term.

While Challenger takes into account ESG considerations when investing the assets of the statutory fund, it does not adhere to any particular set of standards and has no predetermined view as to what constitutes such considerations, or the extent to which they will be taken into account in its investment management practices.

Payment of death benefits

Payment of any death benefits will depend on the type of Guaranteed Income account you have, whether you have nominated a reversionary beneficiary and the account options you have chosen.

GUARANTEED LIFETIME INCOME ACCOUNT

IF YOU HAVE NOMINATED A REVERSIONARY BENEFICIARY

If you die and you have nominated a reversionary beneficiary, the regular payments will continue to be made to your reversionary beneficiary for the rest of their lifetime.

If you die and your reversionary beneficiary receives the regular payments and they die within the withdrawal period, a withdrawal value applies and is payable in accordance with any valid binding death benefit nomination made by the reversionary beneficiary. If there is no valid death nomination, the withdrawal value is payable to your dependants or legal personal representative in the proportion determined by the Trustee. If your reversionary beneficiary dies after the withdrawal period has ended, no further payments will be made from the date of their death.

IF YOU HAVE NOT NOMINATED A REVERSIONARY BENEFICIARY

A lump sum death benefit is payable if you die before the withdrawal period ends and have not nominated a reversionary beneficiary. If you have a valid binding death benefit nomination, the Trustee will pay any death benefit to your dependants or legal personal representative in the proportions you have set out.

If you have a valid non-binding nomination, the Trustee will use this as a guide when deciding on payment of any death benefit.

If you have no valid benefit nomination, any death benefit will be paid to your dependants or legal personal representative in the proportion determined by the Trustee.

While the payment of death benefits is being determined, any death benefit will be held until the beneficiaries are determined.

Once the Trustee has determined the beneficiaries, the funds will be paid accordingly.

If you die after the withdrawal period has ended, no further payments are payable after the date of death and no death benefit is payable.

GUARANTEED FIXED TERM INCOME ACCOUNT

IF YOU HAVE NOMINATED A REVERSIONARY BENEFICIARY

If you die and you have elected a reversionary beneficiary, the regular payments and any residual capital value are payable to the reversionary beneficiary. They can then elect to withdraw the account and receive a lump sum.

IF YOU HAVE NOT NOMINATED A REVERSIONARY BENEFICIARY

Generally, a lump sum is payable to your dependants or legal personal representative if you die and have not nominated a reversionary beneficiary.

If you have a valid binding death benefit nomination, the Trustee will pay any death benefit to your dependants or legal personal representative in the proportions you have set out.

If you have a valid non-binding nomination, the Trustee will use this as a guide when deciding on payment of any death benefit.

If you have no valid benefit nomination, any death benefit will be paid to your dependants or legal personal representative in the proportion determined by the Trustee.

If there is one eligible beneficiary then that person may continue to receive the regular income payments and any residual capital value, provided they are younger than you and are a dependant for tax purposes. Refer to page 23 for a definition of a dependant for tax purposes.

Regular payments can only be made to your child if they are:

- Under the age of 18
- Between the age of 18 and 24 and financially dependent on you, or
- Disabled within the meaning of s8(1) of the *Disability Services Act 1986*.

If they do not meet one of these conditions, we will pay them the withdrawal value as a lump sum instead. If they cease to meet the above criteria after regular payments are being made to them, the remaining benefits must be paid to them as a lump sum at that time.

While the payment of death benefits is being determined, any death benefit will be held until the beneficiaries are determined. Once the Trustee has determined the beneficiaries, the funds will be paid accordingly.

Where regular payments have been suspended since we were notified of your death, these payment amounts will be earning interest at the Reserve Bank of Australia official cash rate and form part of the death benefit payable.

PAYMENT INFORMATION

We will not make any part payment in respect of the period that has elapsed between the last regular payment that was guaranteed to be made and the date of death. We will seek to recover any payments made after the date of death that we had not guaranteed to make under the terms of the account. It is therefore important that we are notified promptly of a death.

Nominating your beneficiaries

WHO YOU CAN NOMINATE

There are some guidelines you need to know before you can get started. You can nominate either:

- Your dependant/s, and/or
- Your legal personal representative – the executor of your will or administrator of your estate.

YOUR DEPENDANTS

When we refer to your dependants, we mean your spouse, child (of any age), someone who is financially dependent on you, or any person you have an interdependency relationship with. Your spouse doesn't just mean husband or wife, it includes a person with whom you live in a genuine domestic relationship of the same or opposite sex.

AN INTERDEPENDENCY RELATIONSHIP

There are four conditions that must generally be met to qualify for an interdependency relationship:

- You have a close personal relationship, and
- You live together, and
- One or each of you provides the other with financial support, and
- One or each of you provides the other with domestic support and personal care.

Also, there are exceptions. For example, if one or both of you suffer from a physical, intellectual or psychiatric disability, and have a close personal relationship but don't live together, you may be classed as having an interdependency relationship.

Nominating your beneficiaries lets you have your say about what happens to your account when you pass away. Depending on the type of Guaranteed Income product you choose, the type of beneficiary nomination you make, and the benefit withdrawal period, will define if a benefit is payable on your death. You should read the section 'Payment of Death Benefits' for more information.

With a Guaranteed Income account members have the following options when nominating a beneficiary/ies:

- Reversionary nomination, or
- Non-binding nomination, or
- Binding nomination (lapsing or non-lapsing).

For existing CareSuper (superannuation account or pension account) members, any beneficiaries you've previously nominated won't be automatically applied to your Guaranteed Income account. You'll need to provide us with new beneficiary nominations for your Guaranteed Income account.

NOMINATING A REVERSIONARY BENEFICIARY

Nominating a reversionary beneficiary means your regular payments will continue to be paid to your spouse after your death. You can only nominate your spouse as a revisionary beneficiary. Following your death, your reversionary beneficiary won't be able to nominate someone else to receive the payments.

If you don't nominate a reversionary beneficiary when you open your Guaranteed Income account (or your nomination is invalid), any death benefit will be paid to your dependant/s and/or your legal personal representative as a lump sum after your death. Our decision will depend on the type of Guaranteed Income product you hold and your remaining dependants and circumstances at the time of your death.

MAKING A REVERSIONARY BENEFICIARY NOMINATION

You can only nominate your reversionary beneficiary when you open your Guaranteed Income account. Once your account is open, you can't change or cancel your nomination unless you close your account.

NON-BINDING NOMINATION

A valid non-binding nomination acts as a guide only, so there's a chance any death benefit payable could go to someone other than the beneficiary/ies you nominate. A non-binding nomination doesn't expire, so you'll need to update your nomination as your circumstances change. Your choice is not binding on CareSuper, which means we'll consider your nomination, but we're also bound by superannuation and trust law when deciding who'll receive your benefit and how much. You can nominate one or more non-binding beneficiaries and tell us how you'd prefer the benefit distributed between them. For example, you might nominate your two children with 50% each.

HOW TO MAKE AND CHANGE A NON-BINDING NOMINATION

You can make a non-binding nomination when you open your Guaranteed Income account. Once you're a member, you can make or change your non-binding nomination by calling **1800 005 166**.

BINDING NOMINATIONS (LAPSING OR NON-LAPSING)

A binding nomination can provide greater certainty on who and in what proportion any death benefit is paid. As long as your binding nomination is valid and effective at the time of your death, we're legally bound to follow it. There are two types of binding nominations you can make: lapsing or non-lapsing. The main difference is how long they're valid for. There are some circumstances where your nominations may be valid when you make it but be invalid upon your death. See the 'Invalid binding nomination' section for details.

A lapsing binding nomination is valid for 3 years (from the date you sign and date the form).

A non-lapsing binding nomination doesn't expire unless you cancel or update your nomination.

While these are legally binding nominations, there are some instances where we may not be bound by your nomination. For example, if we're subject to a court order or family law split, we may not be able to follow your instructions.

Your nomination will default to lapsing if you don't make a choice on the **Binding beneficiary nomination** form.

If you have multiple CareSuper accounts (e.g. a superannuation, Guaranteed Income and pension account), you'll need to send us a separate form for each account with your nominations.

If you want to nominate more beneficiaries than the form allows, you can:

- Send us your completed **Binding beneficiary nomination** form with a separate attachment that includes all the required details of your additional beneficiaries (full name, date of birth, relationship and % of benefit), or
- Send us multiple completed forms.

Whatever option you choose, for your nominations to be valid you must:

- Ensure that the 'Total % of benefit' across all your nominations adds up to 100%, and
- Sign and date all forms and attachments together with your two witnesses on the same date.

Nominating your beneficiaries (continued)

UPDATING YOUR BINDING NOMINATION

Ensuring your nomination is current will mean your death benefit (if any) is more likely to go where you want it to go. For lapsing binding nominations, you'll need to update your nomination/s every 3 years from the day you date and sign the form. Valid non-lapsing binding nominations don't expire. For both nomination types, we'll be in touch to remind you to review your nominations.

It's important to review and update your nominations as your circumstances change. For example, if you separate from your spouse and enter a new relationship or you have a child with your new partner.

To update, change or cancel your nomination, simply send us a new completed **Binding beneficiary nomination** form. To cancel without adding nominations, you can alternatively post us your signed request to cancel all existing binding nominations. Make sure to send us the original signed letter (a copy cannot be accepted).

Once we receive your updated or cancelled nomination, we'll make the changes. You can see your current nominations on your annual statement.

VALID BINDING NOMINATIONS

Whether or not your binding nomination is valid and if any benefit is payable is determined when you pass away. A binding nomination is valid if:

- Your nomination is made in writing by you (and not your attorney) using the **Binding beneficiary nomination** form
- You have only chosen people who are eligible to be your beneficiaries and they're all alive and still eligible when you pass away
- You haven't already nominated a reversionary beneficiary
- Your nomination clearly states who will receive your benefit. If you're nominating multiple beneficiaries, the percentage of the benefit to each will need to be included. The total must add up to 100 percent
- You sign and date your nomination in the presence of two witnesses, who are over 18 and are not a nominated beneficiary on the form
- Two witnesses sign and date your nomination in your presence at the same time, and
- For lapsing binding nominations, they are received by us. For non-lapsing binding nominations, you send your nomination to us and we accept it. We'll notify you if we don't accept a non-lapsing binding nomination. A nomination that meets all legislative criteria will not be valid until we receive and accept it.

INVALID BINDING NOMINATION

There could be a few circumstances where your binding nomination isn't valid when you pass away. These include:

- Your nomination has been cancelled or lapsed
- Any beneficiary nominated is no longer a dependant, or
- Any beneficiary has predeceased you.

For **non-lapsing binding nominations**, there are some additional circumstances where your nomination becomes invalid. Your nomination also becomes invalid if after providing it, we acquire actual knowledge that you have:

- Married
- Entered into a de facto spousal relationship with another person
- Separated on a permanent basis from your legal spouse, or
- Had a child with someone other than your legal spouse.

If your binding nomination is invalid at the time of your death, we'll use the information we have available as a guide in conjunction with the rules governing superannuation to determine how and who your benefit will be paid to.

IF YOU DON'T PROVIDE BENEFICIARY NOMINATIONS

If, at the time of your death, you haven't nominated a reversionary beneficiary, any binding beneficiaries or your nomination is invalid, the Trustee of CareSuper will use its discretion to determine how your benefit should be paid, guided by any valid non-binding beneficiaries, if you've provided them.

OTHER CONSIDERATIONS

It's important to carefully consider the consequences of who you nominate as a beneficiary. For example, payments to a spouse would generally be tax free, whereas payments to an adult child who is not financially dependent on you, would usually result in tax being withheld from any benefit paid.

WE TAKE YOUR PRIVACY SERIOUSLY

The information we collect through the nomination form is necessary for us to follow your request. We don't use the information about you, your beneficiaries or your witnesses for any other purpose. More details on our **Privacy Policy** are available at **caresuper.com.au/privacypolicy**.

PROOF OF IDENTITY

Before we make a payment to a beneficiary we may request proof of their identity. Why? To monitor and reduce the risk of money laundering and terrorism financing, as specified in the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*. The proof of identity your beneficiary provides will need to verify their full name, date of birth and residential address. CareSuper reserves the right to request additional identification if required.

Fees and other costs

This section shows fees and costs that can be charged. These fees and other costs may be deducted from your money, from the returns of your investment or from the fund's assets as a whole. Entry and exit fees cannot be charged. You can use the table below to compare costs between different pension products.

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 the pension account rather than 1% could reduce the 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 a lower administration fee.* 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) Moneysmart website **www.moneysmart.gov.au** has a superannuation calculator to help you compare different fee options.

*CareSuper fees are not negotiable.

There are no direct fees or charges payable in relation to your Guaranteed Income account. Costs of providing the account are taken into account when setting the amount of your regular payments, and we also make assumptions about potential investment returns and your longevity (for Guaranteed Lifetime Income accounts).

Fees and other costs (continued)

FEES AND COSTS SUMMARY

Guaranteed Lifetime Income account

Type of fee or cost	Amount	How and when paid
Ongoing Annual Fees and Costs		
Administration fees and costs	0.15% per year of initial investment amount	Included in the calculation of your income payments (not deducted directly from your account or from your regular payments)
Investment fees and costs	$0	Not applicable
Transaction costs	$0	Not applicable
Member Activity Related Fees and Costs		
Buy-sell spread	$0	Not applicable
Switching fee	$0	Not applicable
Other fees and costs	Refer to the 'Additional explanation of fees and costs' on page 22 for more information on other fees and costs	

Guaranteed Fixed Term Income account

Type of fee or cost	Amount	How and when paid
Ongoing Annual Fees and Costs		
Administration fees and costs	Accounts with a residual capital value 100% (RCV100) 0.20% per year of initial investment amount Accounts with a residual capital value between 0% and 99% (RCVO-99) 0.20% per year of reducing initial investment amount[1]	Included in the calculation of your regular payments (not deducted directly from your account or from your regular payments)
Investment fees and costs	$0	Not applicable
Transaction costs	$0	Not applicable
Member activity related fees and costs		
Buy-sell spread	$0	Not applicable
Switching fee	$0	Not applicable
Other fees and costs	Refer to the 'Additional explanation of fees and costs' on page 22 for more information on other fees and costs	

1. The initial investment is reduced after each regular income payment by an amount calculated as: initial investment minus any residual capital value, divided by the total number of income payments in the investment team

EXAMPLE OF ANNUAL FEES AND COSTS FOR GUARANTEED INCOME ACCOUNTS

The tables below give an example of how the fees and costs for Guaranteed Lifetime Income and Guaranteed Fixed Term Income accounts can affect your superannuation investment over a one-year period.

Example — CareSuper Guaranteed Lifetime Income account		Balance of $50,000
Administration fees and costs	0.15%	For every $50,000 you have in the Guaranteed Lifetime Income account, you will be charged or have deducted from your investment **$75** in administration fees
PLUS Investment fees and costs	Nil	**And**, you will be charged or have deducted from your investment **$0** in investment fees and costs.
PLUS Transaction costs	Nil	**And**, you will be charged or have deducted from your investment **$0** in transaction costs.
EQUALS Cost of product		If your balance was $50,000 at the beginning of the year, then for that year you will be charged fees and costs of **$75** for the product.

Note: Additional fees may apply.

Example — CareSuper Guaranteed Fixed Term Income account with a RCV of 100%		Balance of $50,000
Administration fees and costs[1]	0.20%	For every $50,000 you have in the Guaranteed Fixed Term Income account, you will be charged **$100** in administration fees and costs, (taken into account when setting the amount of your regular payments and not a direct fee or charge to you).
PLUS Investment fees and costs	Nil	**And**, you will be charged or have deducted from your investment **$0** in investment fees and costs.
PLUS Transaction costs	Nil	**And**, you will be charged or have deducted from your investment **$0** in transaction costs.
EQUALS Cost of product		If your balance was $50,000 at the beginning of the year, then for that year you will be charged fees and costs of **$100** for the product.

Note: Additional fees may apply.

1. For Guaranteed Fixed Term Income Accounts with an RCV of 100, the administration fee is based on the initial investment amount. For Guaranteed Fixed Term Income accounts with an RCV between 0 and 99, the administration fee is based on the reducing initial investment.

The administration fee is paid by Challenger Life to the Trustee based on the amount that was paid for a policy. It does not alter the amount that is payable to you under the quoted annual payment.

Fees and other costs (continued)

DEFINED FEES

These fee definitions are prescribed text and the fees defined may not be applicable to your Guaranteed Income account. See pages 19 to 22 for details of the fees and costs you will pay.

ACTIVITY FEES

A fee is an **activity fee** if:

a) the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:
   i. that is engaged in at the request, or with the consent, of a member; or
   ii. that relates to a member and is required by law; and

b) those costs are not otherwise charged as administration fees and costs, investment fees and costs, transaction costs, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

ADMINISTRATION FEES AND COSTS

Administration fees and costs are fees and costs that relate to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that:

a) relate to the administration or operation of the entity; and

b) are not otherwise charged as investment fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

ADVICE FEES

A fee is an **advice fee** if:

a) the fee relates directly to costs incurred by the trustee of the superannuation entity because of provision of financial product advice to a member by:
   i. a trustee of the entity, or
   ii. another person acting as an employee of, or under an arrangement with, the trustee of the entity; and

(b) those costs are not otherwise charged as administration fees and costs, investment fees and costs, a switching fee, an activity fee or an insurance fee.

BUY-SELL SPREADS

A **buy-sell spread** is a fee to recover costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.

EXIT FEES

An **exit fee** is a fee, other than a buy-sell spread, that relates to the disposal of all or part of member's interests in a superannuation entity.

INVESTMENT FEES AND COSTS

Investment fees and costs are fees and costs that relate to the investment of the assets of a superannuation entity and include:

(a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and

(b) costs incurred by the trustee of the entity that:
   i. relate to the investment of assets of the entity; and
   ii. are not otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

SWITCHING FEES

A **switching fee** for a MySuper product is a fee to recover the costs of switching all or part of a member's interest in a superannuation entity from one class of beneficial interest in the entity to another.

A **switching fee** for a superannuation product other than a MySuper product, is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.

TRANSACTION COSTS

Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity other than costs that are recovered by the superannuation entity charging buy-sell spreads.

ADDITIONAL EXPLANATION OF FEES AND COSTS

FINANCIAL PLANNING

CareSuper offers comprehensive financial planning advice through our financial planners who are Authorised Representatives of Industry Fund Services Limited ABN 54 007 016 195, AFSL 232514 (IFS), and is provided by our financial planners under IFS's Australian financial services licence.

Additional advice fees may be paid to a financial adviser if they're consulted for comprehensive advice. Additional comprehensive advice is provided on a fee-for-service basis and all fees are set out in a Statement of Advice and agreed with you prior to proceeding.

For further information about the advice services provided by our financial advisers and applicable fees, refer to the Financial Services Guide.

Tax and other facts

A Guaranteed Income product is a tax-friendly way to invest.

HOW BENEFITS ARE TAXED

Regular payments and voluntary withdrawals from your account are tax-free.

HOW DEATH BENEFITS ARE TAXED

The tax treatment of a death benefit depends on whether it is being paid to dependants or non-dependants for tax purposes. The definition of dependant for tax purposes is different to the one that applies for superannuation dependants, and includes:

- Your spouse, who is a person (whether of the same or the opposite sex) with whom you are in a de facto relationship or in a relationship that is legally registered as a marriage or under State or Territory law as a civil union
- Your ex-spouse
- Your child under 18 years of age or otherwise financially dependent on you (includes an adopted child or stepchild)
- Someone who is financially dependent on you (that is, you contribute necessary financial support to maintain that person)
- Someone in an interdependency relationship with you. Refer to page 16 for a definition of interdependency.

The tax information in this member guide is of a general nature only and does not take into account your personal circumstances. The information is correct at the time of printing. As changes to tax laws can and do occur, we recommend you seek professional tax advice with regard to your personal circumstances.

The table below sets out the tax treatment of death benefits.

	Death benefit paid as lump sum	Death benefit paid as regular payments
Dependant for tax purposes	Tax free.	Tax free.
Not dependant for tax purposes	Tax-free component of the lump sum is tax free. Taxable component of the lump sum will be subject to a maximum of 15% tax plus Medicare levy.	Not applicable. A person who is not dependant for tax purposes cannot receive regular payments.
Estate	Tax free if the estate pays benefits to a person who is dependent for tax purposes. If the estate pays benefits to a person who is not dependent for tax purposes, the taxable component of the lump sum will be subject to a maximum of 15% tax.	Not applicable. An estate cannot receive regular payments.

Other things you should know

THIS IS A CLOSED PRODUCT

The Guaranteed Income product is closed to new applications, members and accounts.

INSURANCE COVER

Insurance cover is not available in CareSuper Guaranteed Income accounts.

If you are an existing CareSuper member and you're transferring your entire superannuation account balance to a new CareSuper Guaranteed Income account, any insurance cover you have in your superannuation account will cease on the date the balance of your account with insurance is transferred to your new CareSuper Guaranteed Income account. To maintain your existing insurance cover, you may wish to consider keeping your superannuation account open.

SOCIAL SECURITY ASPECTS

Your Guaranteed Income account may affect your benefit entitlements. Both Centrelink and the Department of Veterans' Affairs have tests to determine your eligibility for benefits – the income test and the asset test. For the purpose of these tests, the Guaranteed Income product is treated differently to account-based pensions such as the CareSuper Pension. For more information about Centrelink's income and assets tests, go to **centrelink.gov.au**.

You will be provided with a Centrelink schedule when you start a Guaranteed Income account.

To find out how the Centrelink tests may apply to you, speak to your financial planner.

PROTECTING YOUR PRIVACY

CareSuper collects your personal information in order to establish and manage your superannuation account.

For more information, see CareSuper's **Privacy Policy** at **caresuper.com.au/privacypolicy**.

MAKING ENQUIRIES AND COMPLAINTS

We can help with any enquiries or complaints you may have.

CALL US

Call **1800 005 166** between 8am and 7pm, Monday to Friday (AET).

WRITE TO US

Address

Enquiries & Complaints Manager
CareSuper
GPO Box 1547
Hobart TAS 7001

Online

caresuper.com.au/getintouch

The time it takes to investigate and respond to you will depend on the type of complaint and complexity of the matters raised.

Some can take longer than others, but we have up to 45 days after receiving your complaint. If you have an objection to a death benefit distribution, then we have 90 days after the expiry of the 28-day death benefit notification period to respond.

ESCALATING AN ENQUIRY OR COMPLAINT

You may be able to escalate your complaint to the Australian Financial Complaints Authority (AFCA) if you're not satisfied with our response.

AFCA provides a fair and independent financial services complaint resolution that is free to consumers. They may be able to help resolve your complaint, but only after you have written to our Enquiries & Complaints Officer.

AFCA aims to resolve complaints by working towards a mutual agreement between you and CareSuper. If an agreement can't be made, AFCA will review your complaint and issue us with a legally binding determination.

There may be some circumstances where the Trustee can appeal this in court.

HOW TO CONTACT AFCA

Call	1800 931 678
Write to	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
Email	info@afca.org.au
Visit	afca.org.au

PROOF OF IDENTITY

Under the *Anti-Money Laundering and Counter Terrorism Financing Act 2006*, CareSuper is required to identify, monitor and mitigate the risk that the fund may be used for the laundering of money or the financing of terrorism.

Because of this, you may be required to provide proof of your identity before you withdraw your benefit from CareSuper or commence an income stream. At a minimum, you may be required to provide us with evidence that verifies your full name, your date of birth and your residential address.

CareSuper reserves the right to request additional identification if required.

PROTECT YOUR PERSONAL DOCUMENTS

There have been reported cases of identity fraud and money laundering involving organised crime groups producing counterfeit documents used to access a range of financial accounts, including super.

While CareSuper works to mitigate this risk to members, it's important that you are diligent in the way that you dispose of your personal documents, such as bank statements and superannuation statements.

The Australian Securities and Investment Commission (ASIC) has prepared a brochure that covers these issues. Visit **moneysmart.gov.au** for your copy.

Explanation of commonly used terms

To ensure you've understood everything you need to about your Guaranteed Income account, we've provided some simple definitions of the technical terms we have used in this member guide.

Challenger Life – Challenger Life Company Limited ABN 44 072 486 938, AFSL 234670, a life insurance company regulated under the *Life Insurance Act 1995* (Cth) and the issuer of the life policy that supports the payments made from the Guaranteed Income product.

Consumer Price Index (CPI) – the weighted average of the Eight Capital Cities Index as published by the Australian Statistician, to provide a general measure of price inflation for all Australian households.

Indexation – the adjustment of income payments by means of a price index, in order to maintain the purchasing power of the income after inflation.

Inflation rate – the rate at which the price of goods and services rises or falls. This is usually shown as a percentage and is measured by the CPI.

Legal Personal Representative – the executor of a will or administrator of the estate of a deceased person.

Longevity risk – the risk that with increased life expectancy, individuals may outlast their savings before the end of their lifetime.

Medicare levy – the percentage of taxable income paid by most Australian individuals, on top of normal income tax, to help pay for the public health system. Go to **ato.gov.au** for the current rate of the Medicare levy and further information.

Pension – is the broad term that refers to a periodic payment made to an individual who qualifies under certain conditions. It includes Commonwealth Government social security pensions (age, disability, service), private pensions (such as those provided under a company or government pension scheme for employees) as well as the types of pension accounts explained in this member guide.

Preservation age – the age at which a member can gain access to preserved benefits that have built up in a super fund, approved deposit fund or retirement savings account.

Residual capital value (RCV) – this term relates to the Guaranteed Fixed Term account and is the amount between 0% and 100% of your initial capital investment that you choose to receive at the end of your investment term. The RCV is determined when you start your account.

Reversionary income – an income paid to a spouse following the death of the original account holder. The spouse must have been nominated as reversionary beneficiary at the time the account was opened.

Transfer – the transfer of money from one super fund to another.

Trust Deed – the document that sets out the rules for the establishment and operation of a super fund (such as CareSuper). A superannuation trust deed includes provisions covering such issues as:

- Who will be admitted as members
- The process for receiving and investing contributions
- Discretionary powers of trustees, and
- The payment of benefits to members.

Trustee – a company (or person) that has legal responsibility for financial aspects (receipts, disbursements and investment) of funds. CareSuper's Trustee is CareSuper Pty Ltd.

Withdrawal period – relates to the Guaranteed Lifetime Income account and is the period of time within which you cancel your account in return for a lump sum payment, or in the event of your death and where you haven't nominated a reversionary beneficiary, a lump sum is payable. Your withdrawal period is determined when you start your account and is based on your life expectancy[1].

[1]Calculated in accordance with the Australian Life Tables, rounded down to whole years multiplied by 365 days. This may be different to what Challenger Life estimates your life expectancy to be.

Voluntary withdrawal value illustrations

GUARANTEED LIFETIME INCOME ACCOUNT

The following illustrations are based on an initial capital investment of $100,000. A monthly payment frequency and the full indexation option was chosen. The withdrawal values are as at the end of each year of the illustrated withdrawal period.

The tables below provide some examples of withdrawal values and how they are impacted by rate movements.

65-year-old female — 22 year withdrawal period			
Interest rate movement	-1.50%	0%	1.50%
End of year			
1	$95,455	$95,455	$82,140
2	$90,909	$90,909	$78,388
3	$86,364	$86,364	$74,644
4	$81,818	$81,818	$70,907
5	$77,273	$77,273	$67,173
6	$72,727	$72,727	$63,440
7	$68,182	$68,182	$59,704
8	$63,636	$63,636	$55,962
9	$59,091	$59,091	$52,210
10	$56,093	$54,545	$48,443
11	$50,000	$50,000	$46,244
12	$45,455	$45,455	$44,444
13	$40,909	$40,909	$40,909
14	$36,364	$36,364	$36,364
15	$31,818	$31,818	$31,818
16	$27,273	$27,273	$27,273
17	$22,727	$22,727	$22,727
18	$18,182	$18,182	$18,182
19	$13,636	$13,636	$13,636
20	$9,091	$9,091	$9,091
21	$4,545	$4,545	$4,545
22	$0	$0	$0
23	$0	$0	$0

65-year-old male — 19 year withdrawal period			
Interest rate movement	-1.50%	0%	1.50%
End of year			
1	$94,737	$94,737	$82,805
2	$89,474	$89,474	$78,485
3	$84,211	$84,211	$74,157
4	$78,947	$78,947	$69,817
5	$73,684	$73,684	$65,461
6	$68,421	$68,421	$61,085
7	$63,158	$63,158	$56,686
8	$57,895	$57,895	$52258
9	$52,632	$52,632	$47,796
10	$47,368	$47,368	$43296
11	$42,105	$42,105	$39,283
12	$36,842	$36,842	$36,377
13	$31,579	$31,579	$31,579
14	$26,316	$26,316	$26,316
15	$21,053	$21,053	$21,053
16	$15,789	$15,789	$15,789
17	$10,526	$10,526	$10,526
18	$5,263	$5,263	$5,263
19	$0	$0	$0
20	$0	$0	$0
21	$0	$0	$0
22	$0	$0	$0
23	$0	$0	$0

Important information about the withdrawal value illustrations: This table is indicative only and the values shown are predictive for an investment made on 6 September 2023 calculated as at that date. Challenger Life has assumed annual increases in the Consumer Price Index (CPI) of 2.5%. Your actual withdrawal value will depend on actual changes in the CPI, the length of your withdrawal period, your initial investment and the actual movement in interest rates between the time of your investment and the time of withdrawal. The interest rate movement refers to the relevant government bond rates between the time you opened the account and the time of withdrawal. The interest rate movements used in this example are for illustrative purposes only and are not a prediction of actual interest rate movements. Actual rates can move by more or less than 1.5%, and the actual movement will affect the withdrawal value. After the withdrawal period ends the withdrawal value is zero.

Voluntary withdrawal value illustrations

GUARANTEED FIXED TERM INCOME ACCOUNT — 5-YEAR TERM

The following illustrations are based on an initial investment of $100,000. A yearly payment frequency was chosen. The withdrawal values shown are as at the end of each year of investment.

The tables below provide some examples of withdrawal values and how they are impacted by rate movements.

	RCV80			RCV0 (Nil indexation)		
Interest rate movement	-1.50%	0%	1.50%	-1.50%	0%	1.50%
End of year						
1	$92,408	$88,010	$83,893	$79,571	$76,926	$74,422
2	$89,587	$86,229	$83,047	$61,483	$59,823	$58,238
3	$86,587	$84,308	$82,121	$42241	$41,373	$40,537
4	$83,395	$82,236	$81,108	$21,773	$21,470	$21,176
5	$80,000	$80,000	$80,000	$0	$0	$0

Important information about the withdrawal value illustrations: This table is indicative only and the values shown are predictive for an investment made on 6 September 2023 calculated as at that date. The annual income payments used to calculate the values are based on the following rates: 5.10% for RCV80 and 5.10% for RCV0 (no indexation). Challenger Life has assumed annual increases in the Consumer Price Index (CPI) of 2.5%. Your actual withdrawal value will depend on actual changes in the CPI, the length of your investment term, your initial investment, the amounts and number of future payments payable under the terms of the account and the actual movement in interest rates between the time of your investment and the time of withdrawal. The interest rate movement refers to the relevant government bond rates between the time you opened the account and the time of withdrawal. The interest rate movements used in this example are for illustrative purposes only and are not a prediction of actual interest rate movements. Actual rates can move by more or less than 1.5%, and the actual movement will affect the withdrawal value. In a low interest rate environment, it may not be possible to choose a RCV of 80%, as you may be required to choose a lower percentage in order for your account to meet the government's minimum payment standards.

Voluntary withdrawal value illustrations

GUARANTEED FIXED TERM INCOME ACCOUNT — 20-YEAR TERM

	RCV0 (Nil indexation)		
Interest rate movement	-1.50%	0%	1.50%
End of year			
1	$89,770	$89,111	$79,720
2	$87,216	$86,601	$77,795
3	$84,500	$83,928	$75,717
4	$81,609	$81,081	$73,473
5	$78,533	$78,049	$71,049
6	$75,261	$74,821	$68,432
7	$71,779	$71,383	$65,605
8	$68,074	$67,721	$62,552
9	$64,132	$63,821	$59,255
10	$59,938	$59,669	$55,695
11	$55,475	$55,246	$51,849
12	$50,727	$50,536	$47,697
13	$45,675	$45,520	$43,212
14	$40,299	$40,179	$38,368
15	$34,580	$34,490	$33,138
16	$28,494	$28,432	$27,489
17	$22,019	$21,980	$21,388
18	$15,130	$15,110	$14,799
19	$7,799	$7,792	$7,684
20	$0	$0	$0

Important information about the withdrawal value illustrations: This table is indicative only and the values shown are predictive for an investment made on 6 September 2023, calculated as at that date. The annual income payments used to calculate the values are based on the following rates: 5.40% for RCV0 (no indexation). Challenger Life has assumed annual increases in the Consumer Price Index (CPI) of 2.5%. Your actual withdrawal value will depend on actual changes in the CPI, the length of your investment term, your initial investment, the amounts and number of future payments payable under the terms of the account and the actual movement in interest rates between the time of your investment and the time of withdrawal. The interest rate movement refers to the relevant government bond rates between the time you opened the account and the time of withdrawal. The interest rate movements used in this example are for illustrative purposes only and are not a prediction of actual interest rate movements. Actual rates can move by more or less than 1.5%, and the actual movement will affect the withdrawal value.

Keeping in touch is easy

CALL

Call **1800 005 166** for easy access to your CareSuper account information. You can talk to one of our friendly staff 8am–7pm Monday to Friday AET.

VISIT

Visit **caresuper.com.au** to access the latest news and information, check out how CareSuper is performing and download publications and forms.

CONTACT

You can send any questions or concerns through to **caresuper.com.au/getintouch**.

WRITE TO

CareSuper Pension
GPO Box 1547
Hobart TAS 7001

REQUEST ADVICE

Visit **caresuper.com.au/advice** to request a call from a financial planner.

MAKE SURE WE CAN FIND YOU TOO!

If you have changed your postal or email address, or if you are about to, don't forget to let us know. This way, you'll be sure to receive your important superannuation statements and other valuable information.

Call 1800 005 166 to advise your new details.

This Product Disclosure Statement is solely issued for the purpose of transferring and receiving existing policy holders between CareSuper and the newly merged entity (formed because of Spirit Super and CareSuper merging) which is also named CareSuper. None of the features and benefits described in this PDS apply to existing policy holders and this product is no longer available for purchase. Existing policy holders are to refer to and rely on the PDS in use at the time of purchasing their annuity.

1800 005 166

caresuper.com.au/getintouch

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CareSuper (Fund)
ABN 74 559 365 913

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