

Member PDS

1 November 2024



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1. About CareSuper

CareSuper is a multi-industry, profit for members super fund. Our vision is to be Australia's most trusted partner in retirement confidence through exceptional care and connection.

We provide super, retirement and advice options when you need them to help you feel confident on your journey to and through retirement.

We offer a range of investment options, including a MySuper authorised option. Our MySuper dashboard is available at caresuper.com.au/mysuper-dashboard. See *How we invest your money* on page 2 for more details.

We provide access to competitive insurance to protect you and your family. Eligible members will automatically receive default death and disability cover. See *Insurance in your super* on page 6 for more details.

And, when you retire or transition to retirement, our retirement products can provide you with the option of receiving regular income payments. You should consider our *Retirement Income PDS*, *Transition to Retirement PDS* and target market determinations at caresuper.com.au/pds when deciding whether to acquire a Retirement Income or a Transition to Retirement Income account.

Trustee and executive remuneration and other important information that must be disclosed to you under financial services law is available at caresuper.com.au/about-us.

2. How super works

Super is a way of saving for your retirement, which is, in part, compulsory. Employers are required by the government to contribute to super on behalf of their employees.

You can also make contributions yourself and, in some cases, receive co-contributions from the government. There are limits on contributions to and withdrawals from super. You can transfer super between super funds if you wish.

Super is a long-term investment. Over time, it grows due to regular contributions and compounding investment returns. The government also provides tax savings and other incentives to encourage contributions.

There are caps on how much you can contribute to super. If you exceed these caps, you may pay extra tax.

Contributions

There are different types of contributions available to you.

Before-tax (concessional) contributions

These contributions include employer super guarantee (SG), salary sacrifice, additional employer contributions, and personal contributions for which you've successfully claimed a tax deduction.

After-tax (non-concessional) contributions

These are voluntary contributions you make from your after-tax income or savings, as well as any spouse contributions you receive. To be eligible to make these contributions, you must provide us with your tax file number (TFN), and your total super balance must be less than \$1.9 million on 30 June 2024. If you make after-tax contributions to super, you may also be eligible for a government co-contribution.

Choice of fund

Most people have the right to choose their super fund – just check with your employer if you're not sure.

If you start a new job and don't choose a super fund, your employer should pay your SG contributions to your existing fund (as notified by the Australian Taxation Office (ATO)). If you don't have an existing fund that can accept contributions, your employer will pay your SG contributions into their nominated default super fund.

Call 1800 005 166 | Email info@caresuper.com.au | Visit caresuper.com.au | Write to GPO Box 1547, Hobart TAS 7001

This *Member PDS* is a product disclosure statement for CareSuper (also known as 'the fund', 'we' and 'us') and relates to accumulation accounts available at CareSuper. It's a summary of significant information and contains a number of references to important information, which are marked with a ⓘ, each of which forms part of this PDS. If you'd like a copy of this document or any of the other important information that forms part of it, call us on 1800 005 166. You should consider all information forming part of this PDS before making a decision about the product. The information is current at the issue date and non-materially adverse information may change. Updated information is available free of charge at caresuper.com.au or by calling us on 1800 005 166. We recommend you regularly check our website for updated information about this product. The information provided in this PDS, information guides and fact sheets is general information only and doesn't take into account your objectives, financial situation or needs. Before making a decision about CareSuper, including whether to invest with us or acquire an account, you should consider if this information is right for you. You may also wish to consult a licensed financial adviser. Any advice provided in this PDS 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.

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Accessing your super

You can generally access your super when you:

- turn 65 (even if you're still working)
- are between 60 and 65 and are permanently retired
- stop working for an employer after turning 60, even if you're still working for another employer
- are between 60 and 65 and start a transition to retirement strategy while still working.

These are called 'conditions of release.'

You may be able to access your super early if you meet specific requirements. When you pass away, your super is payable to your dependants and/or legal personal representative.



You should read the important information about how super works in our *How super works guide* before making a decision. Go to caresuper.com.au/pds. The material relating to how super works may change between the time when you read this statement and the day when you acquire the product.

3. Benefits of investing with CareSuper

As an industry super fund, we exist only to benefit our members. We provide quality, customised service and aim to secure better retirement outcomes. Our members benefit from:

- competitive fees and costs
- choice of investment options you can mix and match to create an investment strategy that suits you
- flexible insurance options
- the ability to keep contributing to your CareSuper account when you change jobs
- online access to enable you to keep track of and manage your super at any time in Member Online and in our app
- access to general information, education and personal advice about your CareSuper account, which you can receive over-the-phone or face-to-face, at no extra cost
- retirement options – you may be able to access a Transition to Retirement Income or a Retirement

Income account to meet your income needs in retirement. Eligibility criteria apply. You should consider our *Retirement Income PDS*, *Transition to Retirement PDS* and target market determinations at caresuper.com.au/pds when deciding whether to acquire a CareSuper retirement product.

4. Risks of super

All investments, including super, carry some risk. Understanding the risks involved with your super can help you make informed choices about your financial future.

Different investment options or strategies have different levels of risk, depending on the assets they invest in. Assets with the highest level of investment returns over the long term will usually also have the highest risk of loss over the short term.

Significant risks associated with super investments include inflation risk, liquidity risk, market risk, interest rate risk, currency risk, security-specific risk, derivatives risk, agency risk and credit risk.

When considering investing in CareSuper, it's important to understand that:

- the value of your investments will vary, the level of returns will vary, and future returns may be different from past returns
- returns aren't guaranteed, and you may lose some of your money
- super laws may change in the future. Other laws may also change, for example, tax and social security laws
- your super savings (including contributions and returns) may not be enough to adequately provide for your retirement.

Your risk tolerance will vary depending on a range of factors including your age, your investment time frame, how your other assets are invested and how much risk you're comfortable taking on.

Investing too conservatively also has risks when making a long-term investment. The main risk is that your money will grow too slowly and may not keep pace with inflation, leaving you short when it comes time to retire.

As a CareSuper member, you have access to our Superannuation Advisers who can help you understand investment risks and help you design an investment strategy that's right for you within CareSuper.



You should read the important information about the risks of super in our *Investment guide* before making a decision. Go to caresuper.com.au/pds. The material relating to the risks of super may change between the time you read this statement and the day you acquire the product.

5. How we invest your money

We offer a range of investment options so you can choose an investment strategy to suit your own personal goals.

Our Pre-mixed options invest in a combination of asset classes

- Balanced, Growth, Alternative Growth, Sustainable Balanced, Conservative Balanced and Capital Stable

Our Asset class options invest in a single asset class or investment sector

- Overseas Shares, Australian Shares, Property, Fixed Interest and Cash

Our Direct Investment option (DIO) lets you tailor your portfolio

- The DIO provides access to a range of Australian shares, exchange traded funds, listed investment companies and term deposits. Eligibility conditions and extra fees apply to this option.

You can invest all your super in just one option, or spread your super across a mix of options. Please note you can't invest your entire balance in the DIO.

When you make your choice, you can also decide whether this choice applies to your current account balance and/or your future transactions (including any money you roll into your account).

If you don't make an investment choice, or you join online, your super is automatically invested in our Balanced option (our MySuper option). It's made to suit most members and may be a good option if you'd rather

leave investing your super to our team of in-house investment experts and specialist fund managers.

You can switch your investment options or ask that future transactions be invested into, or withdrawn from, a different option at any time in **Member Online**, by completing the *Change your investments* form available at caresuper.com.au/forms, or by calling us on **1800 005 166**.

We use unit pricing to calculate your account balances and to allocate investment returns in our Pre-mixed and Asset class options. Read our *Investment guide* for more information.

Please note that if you pass away, we'll switch your account balance to the Cash option, effective from the date that we're notified of your death.

We regularly review our investment options to check whether objectives are being met. We may, after careful

consideration, implement changes to the investment options, or we may remove or add new investment options. We'll let you know of any significant changes affecting you before taking any action, though we may make changes to the investment options without notifying you or getting your consent.

Before making an investment choice, you must consider the level of risk, the likely investment return, and your investment time frame.

Our default investment option: **Balanced**

Overview

The Balanced option invests in a diversified mix of assets with an emphasis on Australian and overseas shares, property and infrastructure. It's designed to achieve relatively high returns in the medium to long term but is subject to short-term fluctuations in returns.

Why you'd invest

Invest in this option if you're seeking returns above the rate of inflation over the long term.

Return objective

To achieve returns after tax and fees that exceed the inflation rate (as measured by the consumer price index (CPI)) by at least 3% per year, over rolling 10-year periods.

Asset class mix[^]

Asset class	Benchmark %	Range %
Australian shares	23	10-40
Overseas shares	26	10-40
Private equity	5	0-20
Property	9	0-25
Infrastructure	11	0-25
Credit	7	0-20
Alternatives	4	0-20
• Absolute return	4	
• Thematic opportunities	0	
Fixed interest	8	0-30
Cash	7	0-30

Minimum investment time frame

5+ years

Likelihood of a negative annual return*

3.5 in every 20 years

Risk level*

1	2	3	4	5	6	7
Very low	Low	Low to medium	Medium	Medium to high	High	Very high

* Refer to our *Investment guide* for more details about the risk measures that this risk level is based on.

[^] For more details about our asset classes, see our *Investment guide*.



You should read the important information about our investment options, including the extent to which we take environmental, social and governance factors, including labour standards and ethical factors, into account, in our *Investment guide* before making a decision. Go to caresuper.com.au/pds. The material relating to how we invest your money may change between the time you read this statement and the day you acquire the product.

6. Fees and costs

Did you know?

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

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

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

You or your employer, as applicable, may be able to negotiate to pay lower fees.* Ask the fund or your financial adviser.

To find out more

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

*This statement is required by law. CareSuper fees aren't negotiable.

Fees and costs summary for the Balanced option

You can use this information to compare costs between different super products. These fees and costs may be deducted from your account, from investment returns or from the assets of the fund as a whole. Fees and costs deducted directly from your account are shown on your member statement or by checking your transactions in **Member Online**.

Fees and costs summary

CareSuper's Balanced option

Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs¹		
Administration fees and costs ²	\$67.60 each year plus 0.15% of your account balance each year (the percentage fee is capped at \$750 each year). plus estimated 0.11% of net assets each year ³ .	Calculated daily and deducted at the end of each month from your account, or when your account is closed. This isn't deducted from your account. If required, this additional amount is deducted from fund assets held in general reserves, to meet administration expenses that exceed the administration fees and costs deducted from member accounts each year.
Investment fees and costs ^{2,4}	0.45% of assets each year ³	Deducted from investment returns before they're allocated to your account through the daily determination of unit prices.
Transaction costs ²	0.07% of assets each year ³	
Member activity related fees and costs		
Buy-sell spread	0%	Not applicable
Switching fee	\$0	Not applicable
Other fees and costs ²	Other fees and costs, such as activity fees, personal advice fees and insurance fees, may be charged, but these will depend on the nature of the activity, advice or insurance.	Activity fees are deducted from your account, when applicable. Personal advice fees are deducted from your account when you consent to the deduction and other conditions are met. Insurance fees are deducted from your account at the end of each month in arrears, or when you close your account.

1 If your account balance for a product offered by CareSuper is less than \$6,000 at 30 June each year, certain fees and costs charged to you in relation to administration and investments are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded. The fee cap also applies when you close your account.

2 For more information refer to *Additional explanation of fees and costs* in our *Fees and costs guide*.

3 Based on the fees and costs for the financial year ending 30 June 2024. The percentage will vary from year to year.

4 Investment fees and costs include an estimated amount of 0.09% for performance fees. The calculation basis for this amount is set out under *Additional explanation of fees and costs* in our *Fees and costs guide*.

Example of annual fees and costs for a super product

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

	Example - Balanced option	Balance of \$50,000
Administration fees and costs	\$67.60 plus 0.15% of your account balance plus 0.11% deducted from reserves.	For every \$50,000 you have in the MySuper product you'll be charged or have deducted from your investment \$130.00⁵ in administration fees and costs, plus \$67.60 regardless of your balance.
PLUS investment fees and costs	0.45%	And , you'll be charged or have deducted from your investment \$225.00 in investment fees and costs.
PLUS transaction costs	0.07%	And , you'll be charged or have deducted from your investment \$35.00 in transaction costs.
EQUALS cost of product		If your balance was \$50,000 at the beginning of the year, then for that year you'll be charged fees and costs of \$457.60^{5,6} for the MySuper product.

⁵ This amount includes an estimated \$55.00 deducted from reserves and not from your account.

⁶ Additional fees may apply.

Additional fees may be paid to a financial adviser if a financial adviser is consulted.

If you receive personal financial advice from a registered financial adviser, you may be charged an advice fee. This may be paid from your CareSuper account if you consent, and the advice relates to your CareSuper account. Any fees would be outlined in a *Statement of advice*. Other conditions apply. For more details see our *Paying advice fees from your CareSuper account* fact sheet at caresuper.com.au/forms-publications.

Changes to fees and costs

We have the right to change the fee amounts without your consent. You'll be given at least 30 days' notice before any material increase in fees deducted directly from your account takes effect.

Estimated fees and costs following merger

CareSuper and Spirit Super merged on 1 November 2024. Due to the combining of fund assets as part of the merger, and associated changes to investment options, the actual fees and costs from 1 November 2024 are likely to be different to the amounts disclosed in this PDS. Refer to the *Fees and costs guide* available at caresuper.com.au/pds for more details.



You should read the important information about fees and costs (including definitions of fees that may be charged and costs for other investment options) in our *Fees and costs guide* before making a decision. Go to caresuper.com.au/pds. This information may change between the time when you read this statement and the day when you acquire the product.

7. How super is taxed

Super can be a tax-effective way to save for your retirement. Understanding how different taxes work may help maximise your benefit.

You should provide your tax file number (TFN) when you join CareSuper.

If you don't provide your TFN, you may pay extra tax and miss out on government incentives, and you can't make personal contributions.

Tax on contributions

The tax paid on your super contributions depends on the amount and type of contribution.

Before-tax (concessional) contributions

Before-tax contributions are subject to a 15% tax rate on amounts up to the concessional contributions cap. However, if your combined income and before-tax contributions go over \$250,000 a year, you'll pay an extra 15% on some or all of your before-tax contributions, as advised by the ATO.

The concessional cap is \$30,000 in 2024-25. If you have a total super balance of less than \$500,000 (across all funds you participate in) on 30 June of the previous financial year,

you may be able to carry forward and use up to five years of unused concessional cap amounts.

Contributions tax is deducted from your account when before-tax contributions are received. It's also deducted when you claim a tax deduction for personal contributions you've made.

Any contributions in excess of the contribution cap will be included in your assessable income in your personal income tax return and taxed at your marginal tax rate (less a 15% tax offset). If you don't choose to, or can't, withdraw up to 85% of the excess contributions, they'll be counted towards your non-concessional contribution cap.

After-tax (non-concessional) contributions

You don't pay any contributions tax on after-tax contributions up to \$120,000 in 2024-25 provided your total super balance is less than \$1.9 million on 30 June 2024.

You may be able to make after-tax contributions of up to three times the annual limit in a single year without needing to pay extra tax. An age limit and other conditions apply.

If you exceed the non-concessional cap and don't withdraw the excess contributions and related earnings, the excess contributions will be taxed at 47% including the Medicare levy (which must be paid from your super). If you choose to withdraw the excess contributions and 85% of the related earnings, then the earnings will be included in your assessable income and taxed at your marginal tax rate (less a 15% tax offset) in your personal income tax return.

There are caps on how much you can contribute to super (across all funds you participate in). There will be tax consequences if the contribution caps are exceeded.

Tax on investment earnings

Up to 15% tax is payable on the investment returns your account earns. Any applicable tax is deducted from investment returns before unit prices are determined.

Tax on benefit withdrawals

Tax may apply to withdrawals from your CareSuper account depending on your age, the amount, and the tax components of your account. If applicable, tax will be withheld before you receive payment.

- **If you're 60 or over** - withdrawals are generally tax-free.
- **If you're under 60 years of age** - you may pay tax on the taxable component of your withdrawal. This will be taxed at your marginal tax rate plus the Medicare levy or 22% (including the Medicare Levy), whichever is lower. We'll withhold 22% at the time of the payment. If your marginal tax rate is lower, you may get some of this tax back when you lodge your personal income tax return.

If your taxable component includes an untaxed element, additional tax may apply. Death benefits payable to eligible dependants, and eligible terminal illness benefits, are usually tax-free. Insured disablement benefits

may be subject to tax. Different tax rates apply to benefits payable to former temporary residents.



You should read the important information about tax in our *How super works guide* before making a decision. Go to caresuper.com.au/pds. This information may change between the time you read this statement and the day when you acquire the product.

8. Insurance in your super

This is a summary of the insurance provided by CareSuper. Before deciding whether our insurance is appropriate for you, you should read the relevant insurance guide as it contains information about eligibility, cancellation or cessation of cover, exclusions and other important terms and conditions that may affect your entitlement to cover or your ability to claim.

You should read our *Insurance guide* if you:

- joined CareSuper on or after 1 November 2024
- held cover with Spirit Super on 31 October 2024 and your cover continues to be provided by us from 1 November 2024, or
- you didn't hold any cover on 31 October 2024 but may be eligible for default cover or you want to apply for cover in the future.

If you held insurance cover with CareSuper on 31 October 2024, your cover is provided under our legacy insurance arrangements from 1 November 2024. Refer to our *Legacy insurance guide* for information about your cover. Legacy insurance is only available to CareSuper members who held insurance cover on 31 October 2024.

Our insurance guides are available at caresuper.com.au/pds or call us on **1800 005 166** for a copy.

Types of cover

We offer competitive Death, Total and Permanent Disablement (TPD) and Income Protection cover to protect you and your family, if eligible (subject to maximum cover limits).

- **Death cover** - provides a lump sum benefit for your dependants or your legal personal representative (executor of your estate) if you pass away, or for you if you become terminally ill.
- **TPD cover** - provides you with a lump sum benefit if you become totally and permanently disabled and can no longer work.
- **Income Protection cover** - provides you with monthly payments if you're unable to work temporarily due to illness or injury.

Default cover

We automatically provide default cover when you meet certain conditions, unless you opt out. The cover you receive depends on your age and employer.

Default A cover is provided when your employer is not an eligible employer. If you're employed by an eligible category B or an eligible category C employer, the type, amount and cost of cover will differ as follows:

- **Eligible category B** employers are approved employers including Tasmanian state government employers, Tasmanian local government employers, Tasmanian private hospitals, Tasmanian non-government schools and other approved employers. You may receive default B cover, if you're employed by an eligible category B employer.
- **Eligible category C** employers are approved Australian-based employers whose businesses are conducted mainly in an office environment, and employers who we determined used CareSuper as a default fund at 31 October 2024. You may receive default C cover, if you're employed by an eligible category C employer.
- **Eligible category C 150%** employers are approved category C employers who have an arrangement with CareSuper to provide employees 150% of default C cover when they satisfy eligibility requirements.

You can check what cover you have in **Member Online** or contact us to see if your employer is an eligible employer.

The following table shows the type and range of default cover amounts you could receive, depending on your age and employer.

Your employer	Your age	Default cover type	Range of cover amounts provided
You work for any employer (other than an eligible employer)	25-64	Default A Death and TPD.	Death \$10,100 to \$212,700 TPD \$11,800 to \$141,800
	65-69	Default A Death only.	
You work for an eligible category B employer	25-55	Default B Death and TPD. Default B Income Protection - 75% of monthly income, plus up to 10% super contributions cover with a two-year benefit period and 90-day waiting period.	Death \$11,200 to \$360,000 TPD \$11,700 to \$180,000 Default B Income Protection monthly cover amount \$1,000 to \$16,000 (We calculate your cover amount based on SG contributions received by us from your eligible category B employer)
	56-59	Default B Death and TPD. Default B Income Protection - 50% of monthly income, plus up to 10% super contributions cover with a two-year benefit period and 90-day waiting period.	
	60-64	Default B Death and TPD only.	
	65-69	Default B Death only.	
You work for an eligible category C employer	25-64	Default C Death and TPD.	Death \$19,000 to \$360,000 TPD \$24,000 to \$360,000
	65-69	Default C Death only.	
You work for an eligible category C 150% employer	25-64	Default C Death and TPD - 150%.	Death \$28,500 to \$540,000 TPD \$36,000 to \$540,000
	65-69	Default C Death only - 150%.	

Your default cover will start automatically after you're aged 25 or over and have an account balance of \$6,000 or more and you meet our SG contribution requirements.

You may be able to start your default cover earlier if you're eligible but are under age 25 and/or have an account balance below \$6,000 by choosing to opt-in to default cover in **Member Online** at any time. Conditions apply.

Restrictions or exclusions may apply. Default cover will usually be limited cover (i.e. you won't be covered for pre-existing injuries or illnesses) for at least 30 consecutive days after cover starts, or longer in certain circumstances.

You're not eligible for default cover if, at the time your cover starts, you've:

- been diagnosed with a terminal illness that's likely to result in your death within 24 months, or
- previously received or been eligible for a terminal illness or TPD benefit from any insurer or super fund.

If we become aware that you're ineligible for default cover, we'll refund the insurance fees you've paid for this cover and you'll be treated as if the cover never commenced.

Default cover is generally provided under the Active occupation rating which means you'll pay the most for your cover. You'll pay less for your cover if you successfully apply for the Office or Professional rating, or we

have an arrangement with your employer, which means you automatically receive an Office or Professional rating. You should apply for a different rating if you're eligible.

If you don't want default cover to commence, you can opt out in **Member Online**.

Applying for cover

If you're not eligible for default cover or you want to increase your cover, you can apply for fixed cover at any time.

If you're eligible for category C cover or have cover under CareSuper's legacy insurance arrangements, you also have the option to apply for tailored age-based cover.

You can apply for fixed cover or tailored age-based cover through **Member Online** or by completing the relevant form available at caresuper.com.au/forms. Your application for cover is subject to acceptance by the insurer.

Cost of cover

There are costs associated with insurance.

The amount you pay depends on the type and amount of cover you hold, your age, your employer and your occupation rating. Income protection costs are also impacted by your waiting period and benefit period.

The cost may reduce depending on your occupation rating.

The net fee is what you pay and is deducted from your account.

The gross fee is your insurance premium (payable to the insurer and includes stamp duty) plus an insurance administration fee of 3% of your insurance premium (payable to CareSuper).

The net fee is your gross fee reduced by a tax deduction of 15% of your insurance premium.

Insurance fees are calculated daily and deducted from your account at the end of each month in arrears. There may be small differences between the costs calculated using the rates in our insurance guides and what you're charged due to rounding.

Detailed insurance fee rate tables are provided in our *Insurance guide*. If you have CareSuper's legacy insurance cover, your insurance fees are detailed in our *Legacy insurance guide*.

Unless you decline or cancel your default cover, the cost will be deducted from your CareSuper account.

The table below shows the annual insurance fee ranges for default cover with an Active occupation rating. If you have an Office or Professional occupation rating, your insurance fees will be lower. See our *Insurance guide* for more information.

Default cover type	Fees applicable to an Active occupation rating	
	Gross fee range	Net fee range (This is the amount you'll pay)
Default A Death and TPD annual insurance fee	\$43.00 to \$548.87	\$37.20 to \$468.51
Default B Death and TPD annual insurance fee	\$45.80 to \$421.06	\$39.20 to \$360.17
Default B Income Protection annual insurance fee for every \$100 dollars of monthly cover	\$2.09 to \$26.64	\$1.79 to \$22.76
Default C Death and TPD annual insurance fee	\$41.00 to \$641.90	\$35.00 to \$549.02
Default C Death and TPD - 150% annual insurance fee	\$61.50 to \$962.86	\$52.50 to \$823.54

Changing and cancelling your cover

You can change your cover through **Member Online** or by completing the relevant form available at caresuper.com.au/forms. Cover can also be cancelled by calling us on **1800 005 166**.

Transfer your insurance from another fund

You may be able to transfer the amount of your insurance from another super fund to CareSuper. Conditions and limits apply.



Depending on the cover you hold, you should read the important information about insurance in your super in the relevant insurance guide before making a decision. Go to caresuper.com.au/pds. The material relating to insurance in your super may change between the time you read this statement and the day you acquire the product.

9. How to open an account

There are two ways you can join CareSuper:

1. Join online

This is the quickest and easiest way to join. Simply head to caresuper.com.au/join and follow the prompts.

2. Fill in a form

Access the *Join CareSuper* form at caresuper.com.au/member-join-form or call us on **1800 005 166** and we'll send you a copy.

Or your employer can join you up

If you don't tell your employer where to pay your super and you don't have an existing super fund that can accept your contributions, your employer may set up a CareSuper account for you if CareSuper is their default fund.

We respect the privacy of your personal information

For important information about how we collect, hold and use your personal information and exercising your rights in relation to that information (including accessing or correcting it, or making a complaint) you should refer to our *Privacy policy* which is available at caresuper.com.au/privacy or by contacting us.

Cooling-off period

If you've chosen to join CareSuper, instead of your employer setting up an account for you, you can cancel your membership within 14 days starting from the earlier of:

- the date you receive your welcome letter and
- five business days after the date your super account with CareSuper is opened.

You won't be eligible for a cooling-off period if you've exercised any right in relation to your CareSuper account.

New employers also have a 14-day cooling-off period starting from the first day we receive contributions.

Feedback and complaints

We hope you'll never have a reason to complain. However, if you do, you can refer to our *Complaints handling policy* for more information. This is available at caresuper.com.au/complaints or call us on **1800 005 166** and we'll send you a copy.

If you have any problems or complaints, contact our Complaints Officer.

Call **1800 005 166**

Email complaints@caresuper.com.au

Write to **GPO Box 1547, Hobart TAS 7001**



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