

August 2018

Issued by REI Superannuation Fund Pty Ltd ABN 46 003 491 487, RSE Licence L0000314, AFSL No 240 569 as the Trustee of REI Super ABN 76 641 658 449, RSE Registration Number R1000412, MySuper unique identifier 76641658449129

# REI Super Financial Services Guide (FSG)

**The purpose of this Financial Services Guide (FSG) is to provide information about our services, how our representatives are remunerated and your rights as a client. If you need more information or clarification on any matter raised in this document, please ask us.**

REI Super's Product Disclosure Statement (PDS) sets out the main services, features and benefits of REI Super. If you have not already received a copy of the PDS, you can obtain one by calling 1300 13 44 33 or you may access it and download it from REI Super's website at [www.reisuper.com.au](http://www.reisuper.com.au).

The PDS will assist you to make an informed decision about joining the Fund and the choices you may need to make. The PDS will also provide you with significant further information about your rights in respect of the benefits which may be provided for you out of REI Super.

This FSG explains:

- who is responsible for giving you advice
- what financial services we provide
- details of any potential conflicts of interest
- remuneration
- details of our internal and external dispute resolution procedures.

## Who is responsible for giving you advice?

Your REI Super representative acts on behalf of REI Superannuation Fund Pty Ltd, which is responsible for the advice provided to you. REI Superannuation Fund Pty Ltd is the Trustee company, which acts as trustee of and responsible entity for REI Super.

## What financial services does the Trustee provide?

Under the AFS Licence it holds, the Trustee, its employees and its authorised representatives (where permitted by the Trustee), are authorised to provide general financial product advice to you about superannuation benefits provided from REI Super.

General financial product advice is financial product advice that does not take into account your personal objectives, financial situation or needs. If you would like advice that takes into account your personal objectives, financial situation or needs, you should contact an appropriately licensed financial adviser.

The Trustee assists participating employers to meet their superannuation guarantee requirements by allowing them to contribute to REI Super.

## When must we give you further information?

In providing you with general financial product advice we may also be required to provide you with a Product Disclosure Statement. For example, if you become a standard employer-sponsored member of REI Super or change membership categories within REI Super, we will give you all the information you need to know about REI Super, including the fees and charges that you would incur and your rights and obligations.

All this information is contained in the Product Disclosure Statement.

## Do any relationships or associations exist which might influence us in providing you with the financial services?

The Trustee is a shareholder of Members Equity Pty Ltd (ABN 56 070 887 679), a provider of banking and other related financial services and financial products to superannuation funds such as REI Super.

The Trustee is a passive shareholder to enable REI members access to shareholder benefits including dividends which are passed back as returns to members, net of fees. Other than this, the Trustee does not have any associations or relationships with other entities and persons which may influence any advice we may provide to you.

Mercer Outsourcing (Australia) Pty Ltd (variously “the Administrator” or “MOAPL”) ABN 83 068 908 912 Australian Financial Services (AFS) Licence No 411980 and Mercer Financial Advice (Australia) Pty Ltd (ABN 76 153168293) (“MFAAPL”) are wholly-owned subsidiaries of Mercer (Australia) Pty Ltd. Mercer and its subsidiaries also issue and are authorised to provide advice in superannuation products, life Insurance products, fixed interest investments, managed investment products and a non-cash payment facility.

Accordingly, the Trustee is not responsible for any financial product advice provided to you by MFAAPL and its related entity MOAPL through the Helpline.

Mercer receives fees out of REI Super for undertaking these services on behalf of the Trustee.

However, any fees paid to Mercer are not conditional upon any financial product advice that you may receive from them.

## What we are paid

REI Super is run only to benefit members. All REI Super’s employees are paid a salary and only certain employees may receive performance-related bonuses, but these are paid when a range of employment key performance indicators (KPI’s) are met and are not related to the services provided to you.

The cost of providing general financial product advice is included in the fees charged for membership of REI Super. We do not charge any additional fees for the general advice provided.

## Enquiries and complaints

### Advice we provide you

REI Super is committed to handling any complaints promptly and fairly. All complaints are managed, subject to the requirements of any court order, tribunal requirement or statutory obligation otherwise, in the strictest of confidence.

If you have a complaint about the service we provide, as a first point of contact you should contact REI Super’s Complaints Officer by writing to REI Super at GPO Box 4303, Melbourne 3001 or by calling 1300 13 44 33. Most complaints you may have can usually be dealt with by the Trustee’s representatives.

You will be advised of the Complaint Officer’s decision within 30 days of receipt of your complaint by the Complaints Officer, and failing this, within 90 days of receipt of your complaint by the Trustee. For further details of about our requirements and time limits refer to the Fund’s website [www.reisuper.com.au](http://www.reisuper.com.au) or call us on **1300 13 44 33**.

Your response can be mailed to:

REI Super Complaints Officer  
GPO Box 4303  
Melbourne VIC 3001

If the Trustee has not responded to your complaint within 90 days, or you are not satisfied with the Trustee’s decision, you may refer your complaint to:

**For complaints lodged prior to 1 November 2018** – lodge at:

- The Superannuation Complaints Tribunal (SCT)  
Online: [www.sct.gov.au](http://www.sct.gov.au)  
Email: [info@sct.gov.au](mailto:info@sct.gov.au)  
Phone: 1300 884 114  
Mail: Locked Bag 3060, Melbourne VIC 3001

**For complaints lodged on and after 1 November 2018** – lodge at:

- The Australian Financial Complaints Authority (AFCA)  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: GPO Box 3, Melbourne VIC 3001

Complaints must be referred to the SCT or AFCA within certain time limits. For more information about requirements and time limits, call the SCT before 1 November 2018 and AFCA on and after 1 November 2018.

If your complaint is outside the jurisdiction of the SCT or AFCA, and relates to advice given on a non-superannuation product, you may have the right to take your complaint to the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808 for the cost of a local call in Australia or via [www.fos.org.au](http://www.fos.org.au). You should however follow the Trustee’s internal dispute resolution process before making a complaint to FOS.

This is a free service to you. You can obtain further information from the Fund’s website [www.reisuper.com.au](http://www.reisuper.com.au).

## Compensation arrangements

The Trustee maintains a trustee indemnity insurance (TII) policy. The Trustee's TII policy is written or created on the basis that claims are able to be made only while the policy is in force and the policy is renewable annually. The Trustee's TII policy provides cover for the insured events explained in that policy and which occur in respect of any insured person. Included as insured people are employees and directors of the Trustee. Insured events include certain actions and omissions of employees and directors of the Trustee which occur whilst a TII policy is in force. Representatives have separate cover provided by other licensees.

August 2018

# Combined Financial Services Guide

## Issued by:

REI SUPERANNUATION FUND PTY LTD  
ABN 68 056 044 770 (“the Trustee”)  
Australian Financial Services (AFS) Licence No 240569  
RSE L0000314  
REI Super ABN 76 641 658 449  
RSE R1000412

MERCER OUTSOURCING (AUSTRALIA) PTY LTD (variously  
“the Administrator” or “MOAPL”)  
ABN 83 068 908 912  
Australian Financial Services (AFS) Licence No 411980

The purpose of this Financial Services Guide (“FSG”) is to provide you with information about the Trustee’s and the Administrator’s services, how their representatives are remunerated in relation to the financial services on offer and how complaints against the Trustee and the Administrator are dealt with. This FSG is designed to assist you in deciding whether to use any of the services offered by the Trustee and/or the Administrator.

We are required to provide you with the information contained in this document if we are likely to deal on your behalf or provide you with financial product advice. Our employees may provide you with factual information and in some circumstances may provide general financial product advice. General financial product advice is a recommendation or an opinion given orally or in writing that can influence you to make a decision about financial products but does not take into account your particular objectives, financial situation or needs.

## Who are the Trustee and the Administrator?

The Trustee is the trustee company (“REI Superannuation Fund Pty Ltd”), which acts as trustee of and responsible entity for REI Super (“the Fund”). The Administrator, MOAPL, has been contracted by the Trustee to provide member and employer enquiry and administration services to the Fund and receives a fee for these services. Along with the Trustee, MOAPL has authorised the distribution of this FSG.

## What types of financial advisory services do the Trustee and the Administrator provide?

The Trustee is authorised under its Australian Financial Services Licence (“AFSL”) to only provide general financial product advice for superannuation products. In providing you with general financial product advice we may also be required to provide you with a Product Disclosure Statement.

The Administrator is authorised to and has contracted with REI Super to also only provide general financial product advice in respect of superannuation products to members. If requested by a member, they may also receive limited personal financial advice from Mercer Financial Advice (Australia) Pty Ltd (ABN 76153168293) (MFAAPL) in which case a separate FSG will be issued.

REI Super’s members will be provided with written material and access to the Fund’s website. Some of that material may contain general financial product advice about superannuation.

Written enquiries will be answered by a representative of either the Trustee or the Administrator. All contact with us through any of the Fund’s telephone numbers will generally be with a representative of the Administrator and any general financial product advice will be provided by the Administrator as a Representative of MOAPL.

General financial product advice provided on or through the Fund’s website will be provided under the Trustee’s AFSL. With the exception of any circumstance in which MFAAPL provides limited personal advice and/or issues a Statement of Advice to you (for which it is entirely responsible) at no time will

either the Trustee or the Administrator take into account your particular financial needs, circumstances or objectives in giving advice, and all advice provided will be of a general nature only.

This FSG does not relate to financial planning services or personal financial product advice, should you choose to receive personal financial product advice you will receive an FSG from the entity providing that advice.

## Who will be responsible for the provision of financial services?

Either the Trustee or the Administrator will be responsible for the financial services described in this FSG. At the point you receive any financial services as described in this FSG, it will be made clearer to you exactly who is responsible for the financial services you have chosen to receive.

The Trustee has employees who may visit your workplace to give presentations to members of the Fund. These representatives are authorised to provide general financial product advice on behalf of the Trustee.

## Will you pay any additional fees for the financial services on offer?

No, the cost of the Trustee and the Administrator providing you with general advice is included in the fees charged for membership of the Fund. There are no additional fees or commissions charged.

Details of fees charged for membership of the Fund can be found in the Fund's Product Disclosure Statement.

The Trustee pays the Administrator ongoing fees for providing member and employer administration services in accordance with a written agreement between the Trustee and the Administrator.

These fees are met out of the Fund's assets and are supported by the membership fees charged to members.

## How are representatives paid?

The Fund is run only to benefit members. All of the Trustee's employees are paid a salary.

Representatives employed by the Administrator are paid a salary and only certain employees may receive performance-related bonuses, but these are paid when a range of employment key performance indicators (KPI's) are met and are not related to the services provided to you.

## Do any relationships or associations exist which might influence the financial services we provide?

The Trustee is a shareholder of Members Equity Pty Ltd, a provider of banking and other related financial services and financial products to superannuation funds such as REI Super. The Trustee may receive a dividend as a result of its shareholding, which is passed back as returns to REI Members (net of fees); but receives no other financial reward as a result.

## Compensation arrangements

The Trustee maintains a trustee indemnity insurance (TII) policy. The Trustee's TII policy is written or created on the basis that claims are able to be made only while the policy is in force and the policy is renewable annually. The Trustee's TII policy provides cover for the insured events explained in that policy and which occur in respect of any insured person. Included as insured people are employees and directors of the Trustee. Insured events include certain actions and omissions of employees and directors of the Trustee which occur whilst a TII policy is in force. Representatives have separate cover provided by other licensees.

MOAPL has adequate professional indemnity insurance arrangements in place to compensate members or their beneficiaries for loss or damage because of breaches of any relevant legislative obligations by MOAPL or its representatives.

## What should you do if you have a complaint?

If you have a complaint about the service we provide, as a first point of contact you should contact the Complaints Officer by email [admin@reisuper.com.au](mailto:admin@reisuper.com.au) or post to REI Super at **GPO Box 4303, Melbourne, VIC, 3001** or by calling **1300 13 44 33**. Most problems you have can be dealt with by the representatives.

If your complaint is not resolved satisfactorily, you may put your complaint in writing, marking your letter 'Notice of Dispute' and sending it to:

REI Super  
GPO Box 4303  
Melbourne VIC 3001

The matter will be investigated by the Complaints Officer. You will be advised of the Complaint Officer's decision within 30 days of receipt of your complaint by the Complaints Officer, and failing this, within 90 days of receipt of your complaint by the Trustee.

## Super fund complaints

If the Trustee has not responded to your complaint within 90 days, or you are not satisfied with the Trustee's decision, you may refer your complaint to an external dispute resolution body.

**For complaints lodged prior to 1 November 2018** - lodge at:

- The Superannuation Complaints Tribunal (SCT)  
Online: [www.sct.gov.au](http://www.sct.gov.au)  
Email: [info@sct.gov.au](mailto:info@sct.gov.au)  
Phone: 1300 884 114  
Mail: Locked Bag 3060, Melbourne VIC 3001

**For complaints lodged on and after 1 November 2018** - lodge at:

- The Australian Financial Complaints Authority (AFCA) on and after 1 November 2018:  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: GPO Box 3, Melbourne VIC 3001

Complaints must be referred to the SCT or AFCA within certain time limits. For more information about requirements and time limits, call the SCT before 1 November 2018 and AFCA on and after 1 November 2018.

## Complaints about advice received

However, if your complaint relates to advice given on a non-superannuation product or about the service provided to you by the Administrator (MOAPL), you should take the following steps:

- Contact the person who provided you with the particular service or advice and tell them about your complaint. The person has five working days in which to resolve the complaint.
- If the person cannot resolve your complaint or if you are not satisfied with the way your complaint is resolved please contact the Complaints Officer who will try to resolve your complaint quickly and fairly.

### Complaints Officer

Mercer Outsourcing (Australia) Pty Ltd  
GPO Box 9946, Melbourne VIC 3001  
Telephone: 03 9623 5555

- If your complaint is not resolved within 45 days or to your satisfaction, you have the right to complain to:

- the Financial Ombudsman Service (FOS) before 1 November 2018:

Online: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Phone: 1800 367 287  
Mail: Financial Ombudsman Service,  
GPO Box 3, Melbourne VIC 3001

- The Australian Financial Complaints Authority (AFCA) **on and after 1 November 2018:**

Online: [www.afc.org.au](http://www.afc.org.au)  
Email: [info@afc.org.au](mailto:info@afc.org.au)  
Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

Complaints must be referred to FOS or AFCA within certain time limits. For more information about requirements and time limits, call FOS before 1 November 2018 and AFCA on and after 1 November 2018.

## How to contact REI Super

**Telephone:** 1300 13 44 33

Phone number for callers outside Australia: +61 3 8687 1834

**Facsimile:** +61 3 9245 5827

**Online:** [www.reisuper.com.au](http://www.reisuper.com.au)

**Email:** You can contact us directly via the Contact page at [www.reisuper.com.au/contact](http://www.reisuper.com.au/contact)

### Postal address

REI Super  
GPO Box 4303  
Melbourne VIC 3001

## How to contact Mercer

**Telephone:** +61 3 9623 5555

**Facsimile:** +61 3 8640 0800

**Online:** [www.mercer.com.au](http://www.mercer.com.au)

### Postal address

Mercer  
727 Collins St  
Docklands VIC 3008