ZURICH®

Additional information guide

Zurich Superannuation Plan and Zurich Account-Based Pension

Issue date: 1 July 2013

Important notes

Preparation date: 4 June 2013

This document is the **"Zurich Superannuation Plan / Zurich Account-Based Pension Additional information guide"** referred to in the Zurich Superannuation Plan ('ZSP') and Zurich Account-Based Pension ('ZABP") Product Disclosure Statement ('PDS'), dated 1 July 2013, and forms part of that PDS.

We may update this document from time to time in accordance with the Fund's Trust Deed and the law. The updated document will be available on our website and you can obtain a copy free of charge upon request. You should keep a copy of this document and any updates to it for your reference.

The PDS is an important document and is available online at www.zurich.com.au or by calling the Client Service Centre on 131 551. You should read the PDS and all incorporated documents referred to in the PDS (available online at www.zurich.com.au/ZSPandZABP) in full before making a decision about the ZSP or ZABP.

The information contained in this document is general information only. It does not take into account your personal investment objectives, financial situation or particular needs. You should consider the appropriateness of this product having regard to your objectives, financial situation and needs. We recommend you seek professional financial advice before making any decision affecting your investment in this product.

The information in this document, including taxation matters, is based on our understanding of the law as at the date of preparation of this document and may be updated from time to time.

'The Trustee' means Zurich Australian Superannuation Pty Limited ABN 78 000 880 553, AFSL 232500, who is the trustee of the Zurich Master Superannuation Fund ABN 33 632 838 393 (the 'Fund') and the issuer of ZSP and ZABP.

'Zurich', 'us', 'our' and 'we' normally means Zurich Australia Limited ABN 92 000 010 195, AFSL 232510. Zurich is the administrator of ZSP and ZABP, and the issuer of insurance policies to the Trustee.

Any organisations referred to in this document, including any external investment managers, have consented to the references to their organisations in this document.

For further information in relation to the Trustees and various service providers, please refer to page 19 of this document.

I**mportant:** The Zurich worldwide group of companies has obligations under various Australian and foreign laws. Despite anything to the contrary in the PDS or any other document related to the products described in the PDS, your product terms will operate subject to all laws with which a Zurich worldwide company considers it must comply.

The products are designed for Australian residents, and its operation and your rights may be restricted if you become a resident or taxpayer of another country under their laws and regulations. Please contact us before moving so that we can provide you with further information, and consider taking independent financial and/or tax advice on your circumstances. You may be asked to provide additional information and your details may be passed to relevant government authorities. We can also transfer your details to another Zurich worldwide company to check whether a more suitable product is available if you ask us to do so.

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About Zurich

Zurich Insurance Group – a global view

The Zurich Insurance Group is one of the world's largest insurance based financial services insurance groups, and one of the few to operate on a truly global basis.

It has a global network of subsidiaries and offices in North America and Europe, Asia-Pacific, the Middle East, Latin America and other markets. Founded in 1872, the company's headquarters are in Zurich, Switzerland. Zurich employs over 60,000 people helping customers manage risk in more than 170 countries. It is the second largest insurer of global corporate business.

Our Australian origins

The Australian lineage of Zurich Insurance Group dates back to 1920, when the Commonwealth General Assurance Corporation Ltd (CGA) was incorporated in New South Wales. In 1961, CGA became part of the Zurich Insurance Group.

Zurich Investments

For the past 30 years, Zurich Investments has been managing money on behalf of Australian investors across a range of diversified and sector funds. Zurich Investments has a unique range of funds that provide advisers and clients with access to specialist strategic investment managers. By using global expertise and scale, Zurich Investments forms strategic partnerships with a select group of investment managers, who are experts in their particular asset class. Strategic investment partners are selected based on their compatibility with the Zurich Investments philosophy, the strength of their processes and their performance track record.

Why choose Zurich Investments?

- Quality products and services.
- Client focussed.
- Global strength and local knowledge.

Zurich – investments and insurance to meet your needs

Wealth creation means more than regular savings. It means accumulating wealth (saving and investment), protecting wealth (insurance) and distributing wealth (income).

These three activities are not mutually exclusive and many people want to accumulate, protect and distribute wealth simultaneously. Zurich has a range of investment, life insurance, superannuation and general insurance products to suit your needs. If you would like to know more about how we can help you achieve your financial goals, talk to your financial adviser.

Starting and contributing to your superannuation plan

Once your application is accepted, you become a member of the Zurich Master Superannuation Fund (the 'Fund'). Individual accounts are established to which your contributions and rollovers (less any fees and taxes) are allocated to purchase units in the selected investment option(s).

ZSP allows you to make contributions whenever you wish and there is no minimum investment required for additional amounts. However to ensure you remain on track to achieve your retirement goals, you may want to make regular contributions to your plan.

Contribution levels

Minimum initial lump sum	$2,500
Minimum regular contribution	$150 per month $450 per quarter $900 per half-year $1,800 per year
Minimum additional contribution	No minimum
Minimum switch	No minimum

Important: Premiums for optional life insurance cover are charged in addition to minimum contribution levels above.

Contributions caps

The Government has prescribed certain caps on the amount of contributions which can be made each year. Additional tax applies to contributions in excess of the relevant caps. These caps depend on whether the contributions are classified as concessional or non-concessional contributions. For full details on these contribution caps, please refer to one of the following Government's websites: moneysmart.gov.au, apra.gov.au or ato.gov.au.

Regular contribution options

You can make regular contributions by:

- setting up a direct debit authority, or
- BPay, or
- cheque.

Direct Debit option

By participating in this option you authorise us to draw a nominated amount automatically from your Australian bank, building society or credit union account monthly, quarterly, half-yearly or yearly, on the date you specify in the application form.

To take advantage of this option you will be required to complete the application form plus the Direct Debit request form attached to the application form. You can either forward your cheque for the amount of your initial investment with the application form, or elect to have the first payment debited from your account.

You must ensure you have sufficient money in your account to meet your regular investment amount. Should two consecutive dishonours occur, we may cancel your Direct Debit Authority.

Initial lump sum contribution

When making your initial lump sum contribution simply complete the application form. The application form, cheque and supporting documentation can be lodged with your financial adviser. The minimum initial lump sum contribution required is $2,500.

Rollovers

You can rollover superannuation money from another superannuation fund into the ZSP by submitting a request to the other fund or by completing an Authority to Transfer Superannuation Fund form.

Employer contributions – new data and e-commerce standard

As part of the Government's SuperStream measures, from 1 July 2014, all employers with 20 or more employees will need to adopt a new data and e-commerce standard for making super contributions for their employees. Employers with less than 20 employees will need to adopt the new standard by the following year, 1 July 2015.

From 1 January 2014 (or earlier), Employers can voluntarily work with a fund to send contributions in the new standard.

Zurich will be using the services of SuperChoice, one of Australia's leading superannuation clearing houses, to assist Employers in remitting their contributions electronically. In addition, small businesses (less than 20 employees) can access the Small Business Clearing House at www.humanservices.gov.au/business.

For further information regarding the new data and e-commerce standards employers should visit the ATO website, www.ato.gov.au.

Additional contributions

Once you have made your initial contribution there is no minimum additional contribution required. You can make additional contributions by:

- direct debit (providing you have supplied us with your direct debit instructions)
- BPay, or
- cheque.

Please note, unless otherwise notified all additional contributions will be:

- invested in the same proportions as the most recently advised investment strategy unless you advise Zurich of an alternative strategy in writing for your contributions, and
- treated as a concessional contribution and taxed accordingly.

BPay Biller codes can be located on our website, www.zurich.com.au, or by calling the Zurich Client Service Centre on 131 551. Your unique BPay Customer Reference Number will be provided to you in your Welcome Pack, or can be obtained by calling the Zurich Client Service Centre.

Important notes regarding additional contributions

- To ensure your contributions are invested in accordance with your wishes, it is important that any contribution forwarded by cheque to Zurich is easily identified as belonging to you and accompanied with a completed Contribution Notice or Alteration to your existing investment form.
- Zurich will send you a confirmation of any additional contribution greater than $500 unless you notify Zurich that you do not wish to receive these notices. If you require confirmation for amounts invested that are less than this, please call our Client Service Centre on 131 551.
- Cheques are to be made payable to Zurich Australia Limited and must be in Australian dollars and drawn on an Australian bank. We will not accept cash, credit card or foreign currency payments.

If we are unable to apply a contribution

If, for whatever reason, we are unable to immediately finalise your application, Zurich will hold any monies paid by you in trust until we are able to do so. Under current legislation this money can normally only be held in trust for one month. If one month has expired and we are unable to issue you with an interest in a policy pursuant to your instructions, we will normally return your money to you. If we are still following up outstanding requirements, and it is not reasonably practicable to return your money after one month, we may retain it for as long as is reasonable in the circumstances (this period will generally not exceed three months). Any interest earned on any monies held in trust may be retained by Zurich for its own purposes.

Please note that any unallocated payments may be paid as unclaimed monies to the relevant government authority if they cannot be returned to you.

Important: Please note that contributions to child accounts, contributions from First Home Saver Accounts and transfers from a KiwiSaver Account are not available in the ZSP.

Benefits under your Zurich Superannuation Plan

Your benefit will be the value of all accounts held in your name plus any insurance benefit payable.

Accessing your superannuation

Superannuation benefits are classified as one or more of the following:

- **preserved benefits:** this part of your balance must be kept in the superannuation environment until you meet certain government requirements
- **restricted non-preserved benefits:** this part of your balance is generally available to you on cessation of employment with your current employer who has contributed to the plan; or
- **unrestricted non-preserved benefits:** this part of your balance is cashable at any time.

To further assist you, your annual statement will show how much of your total account balance falls within each component. If you are considering accessing any of your superannuation, we recommend that you seek financial advice to ensure an outcome most suited to your needs, taking into account the complex taxation rules governing superannuation.

To receive the preserved part of your super, you must satisfy a 'condition of release' (such as retirement after attaining the preservation age) as defined under superannuation law. For information on conditions of release please refer to one of the following Government's websites: moneysmart.gov.au, apra.gov.au or ato.gov.au.

Your options on retirement

Generally, you have four options at retirement for your superannuation:

Option 1: Take it all or part of it as a lump sum payment

Option 2: Transfer it all or part of it directly into a pension or annuity

Option 3: A combination of Options 1 and 2

Option 4: Keep it within the superannuation environment as unrestricted non-preserved benefits for as long as you like (until death) and make withdrawals as required.

How do I withdraw my super?

If you wish to:

- take any part of your super in cash;
- rollover; or
- commence a retirement income stream

please contact either your financial adviser or the Zurich Client Service Centre on 131 551 who will send you the necessary documentation for completion and return. You may also need to provide evidence of your identity and evidence that you meet the appropriate condition of release before the actual payment is made.

If you ask us to rollover or transfer your benefit to another approved fund, superannuation law requires us to act on your request. We will act on your request within 3 business days of all necessary information being received. In order to process your request, we may need to redeem units from your chosen investments, and your request may then take up to 30 business days to process. Your request may be delayed or refused if any of the following apply:

- the fund to which you have requested the amount be rolled over or transferred will not accept it or is not a compliant superannuation fund
- the amount to be rolled over or transferred represents a partial withdrawal and the amount remaining in your account after the rollover or transfer is processed is less than $5,000
- the request involves a withdrawal from an investment option that is an illiquid investment or if unit prices or withdrawals are suspended (refer to further information on investment options in the **"Zurich Superannuation Plan/Zurich Account-Based Pension – Information Booklet on investment options"** for the information)
- the Australian Prudential Regulation Authority has suspended or varied the Trustee's obligation to rollover or transfer members' benefits.

If we refuse your request we will notify you in writing. Please contact us at the Zurich Client Service Centre on 131 551 if you have any questions about your benefit, including the fees and charges that may apply and the effect of the rollover or transfer on your entitlements.

What happens on death?

Under the Fund, members can choose whether or not to nominate a beneficiary to receive their superannuation benefit in the event of their death. On your death, unless you have made a valid Binding death benefit nomination, the balance of your money will generally be paid as a lump sum according to the discretion of the Trustee. Non-binding nominated beneficiaries (if any) are taken into account by the Trustee, but are not binding on the Trustee. For further information on the types of nominations you can make, please refer to page 14 of this Booklet, under 'What happens on death'.

The amount paid on death will be your total account balance (plus insurance if you have additional Death cover as a ZSP Optional Protection benefit), less any fees or taxes that may apply.

Anti-detriment benefits

In addition to the death benefit payable under the member's plan, the trustee will determine if an additional benefit may be paid under Section 295-485 of the Income Tax Assessment Act 1997 which covers "anti-detriment" benefits.

Broadly speaking, anti-detriment benefits are payable by a superannuation fund on the death of a member as compensation for the contribution tax paid on concessional contributions. The anti-detriment payment effectively increases the amount of the lump sum benefit available on death so the lump sum payment represents an amount that would have been paid if contributions to super were not included in the assessable income of the Fund.

Anti-detriment provisions only apply where a lump sum death benefit is paid in favour of an eligible person which is a spouse, former spouse or child (including an adult child) of the deceased member.

Terminal illness benefit

You may be eligible to receive your superannuation benefits if you are considered terminally ill. You may also receive advance payment of the insured Death benefit (if you have additional Death cover as a ZSP Optional Protection Benefit) (please refer to the **"Zurich Superannuation Plan Optional Protection Benefits Information Booklet"**).

If you become disabled

The Trustee may release your superannuation benefit (which may include a total & permanent disablement insurance benefit, if you have additional TPD cover as a ZSP Optional Protection Benefit and meet the definition under the policy), where the Trustee is reasonably satisfied that you are unlikely, because of injury or illness, ever to engage in gainful employment for which you are reasonably qualified by education, training or experience (or you have satisfied another condition of release). If the Trustee is unable to release your benefit, any insurance proceeds will be credited to your account and paid when you meet a condition of release.

Starting your Account-Based Pension

Who can invest?

Generally you can invest in the ZABP if you are retired and have received a superannuation lump sum (previously known as an Eligible Termination Payment) or if you have superannuation money which is not preserved. You can also invest if you have superannuation money and have reached your preservation age (before retirement) by commencing a non-commutable (transition to retirement) ZABP.

Superannuation lump sums generally include:

- lump sum payments from superannuation funds (usually received when you retire)
- lump sum payments from deferred annuities or approved deposit funds
- certain lump sum payments from employers, such as unused sick leave, invalidity payments and certain parts of golden handshakes (but not annual leave, long service leave and the tax-free amount of any redundancy or early retirement payments)*
- the CGT exempt amount from choosing to apply the small business retirement exemption to the sale of certain business assets
- lump sum withdrawals or commutations from pensions and annuities purchased with superannuation money, and
- lump sums used to purchase non-commutable pensions.

* From 1 July 2007 only employer benefit payments paid under a written agreement, legal instrument or workplace agreement in place before 10 May 2006 can be directed into superannuation. You should speak to your financial adviser to assist you in determining your eligibility to direct employer termination payments to your plan.

What if I don't have a superannuation lump sum?

If you wish to start a ZABP and you do not have a superannuation lump sum or superannuation money which is not preserved, you will need to contribute money into a superannuation account. To make a contribution to superannuation you must first be eligible to contribute. You should speak to your financial adviser about the eligibility conditions.

Alternatively you may wish to contribute via the ZSP. You should consider the ZSP information in this document and the PDS carefully before investing. Note that you can contribute to any complying superannuation fund in order to make a contribution into superannuation before investing into the ZABP.

Once you have made a contribution to superannuation, it can only be transferred to the ZABP if you are eligible, under superannuation law, to access your superannuation money.

If you are eligible to contribute to superannuation, you may wish to use the Retirement Super Consolidator offered by the Trustee under the Zurich Master Superannuation Fund. There is more information on this facility on page 12.

Please refer to one of the following Government's websites: moneysmart.gov.au, apra.gov.au or ato.gov.au. for information on when you can access your superannuation.

What happens if I am transferring money from several sources?

If you wish to consolidate a range of superannuation investments before investing them into the ZABP you may wish to use the Retirement Super Consolidator offered by the Trustee under the Fund.

Alternatively you can choose to transfer money directly into the ZABP and ask us to only establish your account-based pension account when all monies are received. However note that quite often when the monies are coming from more than one source they will arrive at separate times. In this situation any monies paid by you will generally be held in a trust account for one month or until all monies have been received. Please indicate on the application form how many superannuation lump sums you are rolling over directly into the ZABP.

How to invest

Your investment can only be made by sending the completed application form together with a minimum investment of $20,000 to Zurich. The application form, cheque and supporting documentation can be lodged with your financial adviser.

Once your application is accepted, you become a member of the Zurich Master Superannuation Fund ('Fund') which is a complying superannuation fund. An individual account is established in your name as part of the Fund. Your investment is used to purchase units in the investment option(s) you choose and is credited to this individual account. The regular payments you receive come from this account.

Alternatively you may select the Automatic Investment Adjuster which automatically adjusts the way your money is invested as you get older (please refer to page 11 for further details).

You can only invest a single amount (although it may be from several sources) in your account-based pension account. If you would like to invest more money later, we are required to set up a separate account-based pension account for you. Please discuss this with your financial adviser.

Given the importance of choosing the right product to suit your individual needs, we recommend you seek specialised financial advice.

Benefits under your Zurich Account-Based Pension

Your benefit is paid to you as a pension and you can make lump sum withdrawals at any time (except if it is non-commutable, refer to page 10).

Your account balance comprises your contribution and any movements in your account as a result of investment performance, less any money already paid to you, applicable taxes, fees and other costs.

In the event of your death, any balance in your account, less applicable taxes and charges, will generally be paid as a lump sum to the person you nominate as a beneficiary on the application form. The exception is where a valid reversionary pensioner has been nominated, in which case the regular payments will continue to be made to the beneficiary where the nomination remains valid. If you do not nominate a beneficiary, the money will be paid to your estate or dependants or a combination as determined by the Trustee. For further information on the types of nominations you can make, please refer to page 13 of this Booklet, under 'What happens on death'.

Regular income payments

You have the following flexibility in relation to the regular payments you receive:

The amount you receive

You can choose the total amount you receive each year as a pension, subject to a minimum limit set by the government. This minimum limit depends on your age and your account balance. It is calculated when you initially invest and then each year on 1 July. See below for details about how the limit is calculated. If you purchase a non-commutable account-based pension your annual income will also be subject to a maximum limit (please refer to the information on page 10 about non-commutable account-based pensions).

There are a number of factors you need to take into account when choosing your payment amount. You need to consider such things as how much money you need to live on and how long your money will last. Depending on your age, tax may be withheld from your payments before you receive them. You should seek advice from your financial adviser before choosing this amount.

How often it is paid to you

You can receive your income payments monthly, quarterly, half-yearly or yearly.

How it is paid to you

Your money will be paid directly into your Australian bank, building society or credit union account.

Which investment option it is paid from

If you have invested in more than one investment option you may nominate from which option(s) your income payments are made and in what proportions. If you do not nominate the investment option then payments will be drawn proportionately from each option in which you invested.

You can change any of these choices at any time. There is currently no charge for changing your choices. To the extent that it is not possible to comply with your request to make payments from a particular investment option because the number of units held in that investment option has been reduced to nil, payments will, subject to any other direction by you, be drawn proportionately from each of the other options in which you have invested.

Payments

When you invest in the ZABP you will usually start receiving your regular income payments immediately. Your ZABP will pay you regular amounts until:

- your account runs out
- you cash in your investment or
- you die.

Payments will normally be processed on the payment due date. If Zurich's Head Office is not open for business on that date, payment will be processed on the previous New South Wales business day. This means that payments should generally be available to you on the payment due date. The first payment due date will be (unless otherwise agreed) one payment period from the plan commencement date. The second will be two payment periods from the plan commencement date, and so on.

Please note: Should your nominated payment date be between the 1st – 7th of the month, your July payment may be delayed until after the 7th. This is due to the Minimum/Maximum recalculations that are required at the start of each financial year.

Calculation of minimum payment amounts

The minimum annual payment amount that you can draw each year from your account-based pension is calculated using the following formula:

account balance x percentage factor

The percentage factors are based on your age at 1 July each year or, with regard to the initial percentage factor, on the date when you first invest in the account-based pension.

Please refer to one of the following Government's websites: moneysmart.gov.au, apra.gov.au or ato.gov.au, for information on the percentage factors that apply. Note that the percentage factors that apply may change each financial year.

Calculating the pension income at commencement

In the first year that you invest in an account-based pension, your minimum payment level is pro-rated based on the number of days from when you invest to the next 1 July. In subsequent years your minimum payment level is calculated based on your account balance on 1 July multiplied by your applicable minimum percentage factor. The result of these calculations is rounded to the nearest $10.

Please note: if you invest between 1 June and 30 June of any one year, there will be no minimum payment for that financial year.

When completing the application form, instead of specifying a dollar amount per payment, you can elect to receive the minimum payment as calculated above. Note that your selection will apply to the current and following financial years until you nominate an alternative selection in writing. Every 1 July your minimum payment will be recalculated and your payment will be adjusted to the new amount (unless you specified a dollar amount on the application form and the amount specified is above the new minimum amount).

Cashing in your investment

You can withdraw part or all of the balance of your account-based pension account at any time unless it is a non-commutable pension.

If you decide to make a partial withdrawal (apart from regular income payments) from your account-based pension account the money will be taken proportionally from the tax free component and taxable component. Note that it is not possible to selectively withdraw either the taxable component or the tax free components.

If you make a withdrawal from your account-based pension, the number of units deducted will depend on the unit price at the time of withdrawal of the investment option that you chose to invest in. Refer to the **"Zurich Superannuation Plan/Zurich Account-Based Pension – Information Booklet on investment options"** located at www.zurich.com.au/ZSPandZABP for more information about how the unit prices are calculated.

Depending on your circumstances there may also be taxation and social security implications, so we recommend that you first receive advice from a financial adviser.

Please note: If you decide to withdraw part or all of the balance of your account-based pension account, Zurich is required to ensure that at least the pro-rata amount of the minimum annual income payment has been paid prior to the withdrawal being paid. This pro-rata amount is calculated based on the number of days between 1 July and the date of the withdrawal or, if you request a withdrawal in the same financial year that you invested in your account-based pension account, on the number of days between the commencement date of your investment and the date of the withdrawal.

If the minimum pro-rata amount has not yet been paid at the time of the withdrawal, Zurich is required to make an income payment for the pro-rata amount (or for the difference between the pro-rata amount and the income payments already paid in the period, if the income payments already paid are lower than the pro-rata amount) before the withdrawal can be paid.

Non-commutable account-based pension (transition to retirement pension)

If you commence an account-based pension with superannuation funds released as a result of you only attaining preservation age (i.e. you purchase a non-commutable account-based pension), generally you will not be able to withdraw capital amounts or cash in your account-based pension unless you meet a condition of release that has no cashing restriction (e.g. permanent retirement after attaining preservation age). You may transfer your pension back to the accumulation phase of superannuation; however any preserved component will not be able to be accessed until you satisfy a condition of release.

Non-commutable account-based pensions are subject to both a minimum and a maximum payment level of a set percentage of the account balance. This means that if you purchase a non-commutable account-based pension you will have to choose an annual payment amount between a specified minimum and maximum level.

You can purchase a non-commutable account-based pension by completing the ZABP application form and selecting the 'I am at least 55 and wish to purchase a non-commutable account-based pension' option in the condition of release section.

What are the minimum and maximum pension payment amounts?

In addition to the minimum pension payment amounts described above, if you purchase a non-commutable account-based pension your annual income will also be subject to a **maximum limit of 10% of your account balance.**

Risks associated with account-based pensions

Despite the advantages, an account-based pension is not always the best option. The benefits you receive will depend on the size of your initial investment and its tax position, your age and other investments or income you might have. Unlike an employer pension or a lifetime annuity, your account-based pension can run out. If your pension payments are greater than the earnings on your investments, your capital will decrease over time.

The minimum and maximum (if relevant) pension payment amounts may change.

For risks associated with investing, please refer to page 2 of the PDS.

To help you decide whether an account-based pension is suitable for you, please consult your financial adviser.

Automatic Investment Adjuster

If you invest in the ZABP, as an alternative to selecting one or several investment options, you can select the 'Automatic Investment Adjuster'. The Automatic Investment Adjuster feature changes the way your money is invested as you get older. It is designed to ensure that the risk level of your investments reduces over time. (This may mean that the rate of return you receive also reduces). Please refer to the **"Zurich Superannuation Plan/Zurich Account-Based Pension – Information Booklet on investment options"** for more information on the investment options.

If you choose this feature, Zurich will make the required changes following its annual review on 30 June each year in accordance with your current age group.

How does the Automatic Investment Adjuster work?

At the time you invest in the ZABP and/or select the Automatic Investment Adjuster, Zurich will invest your money in varying proportions in the range of discretionary multi-sector investment options and the Cash option to achieve the required asset allocation in accordance with your age.

The investment options currently used by Zurich for the Automatic Investment Adjuster are listed in the **"Zurich Superannuation Plan/Zurich Account-Based Pension – Information Booklet on investment options"**.

Note that the externally managed options are not used as part of the Automatic Investment Adjuster option. In order to better achieve the required asset allocations Zurich may change the investment options used for the Automatic Investment Adjuster without notice.

The table below shows how the proportion of money you have in different asset sectors will change over the years.

Age	60 or under	61 to 65	66 to 70	71 to 75	76 or above
Asset allocation of your investment [1]	Benchmark %	Benchmark %	Benchmark %	Benchmark %	Benchmark %
Shares [2]	50	45	35	30	25
Listed Property Securities	4	4	4	-	-
Total Growth assets	54	49	39	30	25
Fixed interest [3]	30	35	41	50	55
Cash	16	16	20	20	20
Total defensive assets	46	51	61	70	75

1) The actual asset allocation may vary between yearly adjustments as asset values change
2) Includes Australian and international shares
3) Includes Australian and international fixed interest

You can see how as you get older your money is gradually moved from more volatile and growth investments like shares and property to more secure and stable investments like fixed interest and cash.

You can choose the Automatic Investment Adjuster option at any time and you can cancel it at any time. If you cancel the Automatic Investment Adjuster your investment will be invested at the same asset allocation as at the time of cancellation unless you switch to another investment option(s).

Retirement Super Consolidator

The Retirement Super Consolidator is designed to allow you to:

- consolidate a range of super investments for a short period of time, and/or
- make a personal non-concessional contribution by investing ordinary savings (if eligible)

before moving your investments to the ZABP.

Personal 'non-concessional contribution'

If you are still eligible to contribute money to superannuation and you meet the requirements for accessing your superannuation money, you could use some of your ordinary savings to invest in the Retirement Super Consolidator.

All monies are directed to the ZSP – Cash option

The Retirement Super Consolidator directs all monies to the Cash investment option of the ZSP. The investment objective and strategy of this investment option is the Cash option described in the **"Zurich Superannuation Plan/Zurich Account-Based Pension – Information Booklet on investment options"** available at www.zurich.com.au/ZSPandZABP (refer to Investment Options – Strategy 1 Stable).

Whilst the minimum investment amount for the ZSP is $2,500 you will need to have accumulated a balance of $20,000 or more within a 60-day period, before you are able to roll into the ZABP. Transferring monies from the ZSP – Cash option into the ZABP constitutes a withdrawal and generates a Superannuation Lump Sum.

If you use this facility you will receive two different account numbers, one for the ZSP and another when your monies are moved to the ZABP. Upon receipt and deposit of your final investment into the ZSP – Cash option, your investment will be redeemed either immediately or on the date you specify on the Retirement Super Consolidator application form and the monies realised from this redemption will be applied as an investment into the ZABP.

If you specify a date for the establishment of the ZABP, you can only delay the investment into the ZABP for up to 60 days after we have received all nominated superannuation contributions.

Once all superannuation lump sums and contributions have been received Zurich will automatically transfer your investment to your account-based pension. The maximum period of time that you can keep your money in the Retirement Super Consolidator is 60 days after all your nominated superannuation contributions are received.

Risks of investing in ZSP – Cash option

Zurich agrees to ensure that the unit price of the Cash option will not fall.

Although Zurich agrees to ensure that the unit price of the Cash option will not fall and result in negative returns, the long-term return (i.e. the return over a number of years) of this option may be less than the return from other investment options over the same period.

Given that the Retirement Super Consolidator is only intended to provide a short term solution (maximum 60 days) before the money is transferred to the ZABP we believe that the Cash option is the most likely option to provide security for your capital whilst awaiting monies to be transferred into the ZABP.

For more information regarding the fees and costs refer to the ZSP/ ZABP Fees Guide. However, the adviser selling you the Retirement Super Consolidator will not receive remuneration for advice and service to you in ZSP – Cash option.

Other important information

What happens on death?

Under the ZSP and ZABP, members can choose whether or not to nominate a beneficiary to receive their benefit in the event of their death. If you do not nominate a beneficiary or your beneficiary dies before you, or your beneficiary is no longer a dependant, the money will generally be paid to your estate or dependants or a combination as determined by the Trustee.

Nominated beneficiary

Any nominated beneficiary is used as a guide to whom your dependants are, but is generally not binding on the Trustee. The Trustee may decide that payments should continue to your spouse or dependants, or may pay the money as a lump sum to your spouse, dependants or estate.

At any time you can elect a new nominated beneficiary in writing to us. A new election is only effective once the Trustee receives your written request and revokes all previous elections.

The beneficiary you nominate must be your legal personal representative (generally your estate) or a dependant as defined by the Trust Deed. A dependant is defined to include your spouse (including de facto spouse), your children (including adopted and stepchildren) and any other person you have an interdependency relationship with (refer page 14). You must notify the Trustee if your nominated beneficiary ceases to be a dependant. Recent legislation broadens the definition of spouse and children (allowing same sex partners and their children to be nominated).

The Trustee will usually pay the benefits as a lump sum but can arrange for pensions to be paid.

Binding nomination

As mentioned above, your nomination is only a guide for the Trustee and they are obliged to pay your death benefit in accordance with the trust deed and superannuation laws. In order to make your nomination binding, the trust deed and superannuation laws require special conditions to be met. The Trustee has developed a flexible approach to binding nominations which gives you the opportunity to choose various methods when setting up your nominations.

Binding nomination beneficiaries can be made as either a category (e.g. spouse) or as a specific individual (e.g. where you actually name the individual). For example, you could select 'children' which would cover all your children, or you could elect to nominate a specific child.

For further information on binding nominations, including the nomination form, please ask your financial adviser to provide you with a copy of the Zurich Super Estate Management Binding Nomination brochure. Alternatively a copy of the brochure can also be obtained by contacting the Zurich Client Service Centre on 131 551.

The Trustee will usually pay the benefits as a lump sum but can arrange for pensions to be paid.

You should consult your financial adviser for information regarding the nomination of a beneficiary.

Reversionary pensioner nomination (ZABP only)

If you elect a reversionary pensioner, in the event of your death, the regular payments will generally continue to be made to the person you nominate as a reversionary pensioner on the application form. Only one reversionary pensioner can be nominated, who must be nominated when your pension is commenced.

If your reversionary pensioner dies before you, your reversionary pensioner is no longer a dependant or, in the case of a spouse, is still alive but is no longer your spouse (as those terms are defined on page 14) at the time of your death, your nomination will become invalid and the money will be paid to your estate or dependants or a combination as determined by the Trustee. In this case the Trustee may decide that pension payments should continue to your dependants if they are eligible pension recipients, or it may decide to pay the money as a lump sum to your dependants or estate. Non dependants are not entitled to receive a death benefit as a pension.

If payments to the reversionary pensioner have commenced, and the reversionary pensioner subsequently dies whilst still entitled to a pension, the balance of the benefit will be paid as a lump sum to the reversionary pensioner's estate.

A reversionary pensioner nomination is generally binding on the Trustee and is irrevocable. This means that you cannot change your decision once you have nominated a reversionary pensioner. The only way to do so is to commute your pension (provided you did not elect to make it non-commutable when setting it up) and then set up a new one.

So long as your Reversionary pensioner nomination is valid, the nomination overrides all of your existing or previous binding or non-binding nominations to the Trustee (if any).

Because such a nomination is generally binding, so long as it is valid the Reversionary pensioner will generally receive any benefits payable regardless of any changes in your personal circumstances. Therefore we recommend you discuss the appropriateness of such a nomination with your financial adviser.

Important rules applying to the nomination of a reversionary pensioner or nominated beneficiary (for ZABP)

The reversionary pensioner or nominated beneficiary you nominate must be a dependant as defined by the Trust Deed or – in the case of a nominated beneficiary only – your legal personal representative. You must notify the Trustee if your reversionary pensioner or nominated beneficiary ceases to be your dependant (as defined above) during the payment period of your investment.

Any payment we make to your reversionary pensioner or nominated beneficiary or your estate in the event of your death will take into account all payments already made by us to the time of the notification of your death to us. This means that any payment(s) made by us according to the terms of your plan between the date of your death and the date of the notification of your death to us will not be included again in any payment we make to your reversionary or nominated beneficiary or your estate.

Please refer to one of the following Government's websites: moneysmart.gov.au, apra.gov.au or ato.gov.au. for tax and Social Security information related to the nomination of a reversionary or nominated beneficiary. We recommend you review the appropriateness of your nomination annually or as your circumstances change.

No nomination

If you do not nominate a beneficiary, the money will be paid to your estate or dependants or a combination as determined by the Trustee.

Definitions of dependant

A dependant includes^:

- your current spouse (including de facto spouse) of either gender,
- your children* (including adopted and stepchildren),
- someone who is financially dependent on you, or
- someone with whom you have an 'interdependency relationship' (refer below).

Definition of an interdependency relationship

Two people have an interdependency relationship if:

- they have a close personal relationship; and
- they live together; and
- one or each of them provides the other with financial support; and
- one or each of them provides the other with
  - (i) domestic support and personal care, but not if one of them provides domestic support and personal care to the other under an employment contract or a contract for services or on behalf of another person or organisation such as a government agency, a body corporate or a benevolent or charitable organisation; or
  - (ii) support or care of a type and quality normally provided in a close personal relationship, rather than by a mere friend or flatmate.

Two people also have an interdependency relationship if they have a close personal relationship but they do not meet the other requirements of interdependency because:

- (a) due to either or both of them suffering from a disability including a physical, intellectual or psychiatric disability, or
- (b) they are temporarily living apart.

In determining whether two people have an interdependency relationship, the Trustee must consider the following matters:

- all of the circumstances of the relationship between the people, including (where relevant):
  - (i) the duration of the relationship; and
  - (ii) whether or not a sexual relationship exists; and
  - (iii) the ownership, use and acquisition of property; and
  - (iv) the degree of mutual commitment to a shared life, and
  - (v) the care and support of children; and
  - (vi) the reputation and public aspects of the relationship; and
  - (vii) the degree of emotional support; and
  - (viii) the extent to which the relationship is one of mere convenience; and
  - (ix) any evidence suggesting that the parties intend the relationship to be permanent;
- the existence of statutory declarations to the effect that the person is, or was, in an interdependency relationship with the other person.

You should consult your financial adviser for information regarding the nomination of a beneficiary.

^ The definition of spouse and children has been broadened to allow same sex partners and their children to be nominated.

* Death benefits are able to be paid as a pension (through the Zurich Account-Based Pension) to a child only where the child is under 18, aged 18 to 24 (inclusive) and financially dependent upon you, although when the child turns 25 the balance in the Fund will have to be paid as a lump sum (tax free) to the child. However if the child is permanently disabled the pension can continue to be paid beyond age 25 and does not have to be paid as a lump sum.

Tax file numbers

Superannuation law requires you to provide your Tax File Number (TFN) to the Trustee in order to make non-concessional contributions and to avoid paying excessive tax on employer (concessional) contributions.

Important information you need to know before providing your TFN

Your TFN is confidential and you should know the following things before you decide to provide it.

- Under the Superannuation Industry (Supervision) Act 1993, we are allowed to collect your TFN.
- If you do provide your TFN to us, we will use it only for legal purposes. This includes finding or identifying your superannuation benefits where other information is insufficient, verifying that certain contributions may be accepted, calculating tax on any superannuation lump sum you may be entitled to, quoting your TFN to the ATO when reporting details of contributions, and providing information to the ATO. These purposes may change in the future.
- It is not an offence if you choose not to quote your TFN. However, if you don't tell us your TFN, either now or later, you may not be able to make certain types of contributions and/or pay more tax than you would otherwise have to. You may be able to reclaim this through the income tax assessment process. It may also be more difficult to find your benefits in the future to pay you any superannuation benefits you are entitled to, or to amalgamate or find any other benefits for you. These consequences may change in the future. We will not record a TFN provided to us from another fund or the ATO if you tell us in writing.
- If you provide your TFN to us, we may provide it to the trustee of any other superannuation fund to which your benefits are transferred in the future. We will not pass your TFN to any other Fund if you tell us in writing that you do not want us to pass it on. We may also give it to the ATO. Otherwise we will treat it as confidential.

Email / Fax transaction option

You can send certain instructions to us by email or fax including:

- withdrawal requests;
- switching requests;
- updating your personal details such as change of address etc.

If you wish to use this option, you must accept the following conditions and tick the appropriate box on the application form. If you do not select this option, we will assume you do not wish to use the email / fax transaction option.

Conditions

- We will only act on your emailed / faxed instructions where we receive your valid email or fax.
- You bear the risk that a fraudulent email/fax may be sent by someone who knows your account number and has a copy of your signature.
- You agree not to make a claim against us in relation to any payment made by us in response to an email/fax instruction relating to your investment.
- You agree to indemnify us and the Trustee for any reasonable loss or damage that either we or the Trustee may suffer or incur as a result of acting in accordance with any emailed or faxed instruction in relation to your investment.

Cooling off provisions

After becoming a member of the Fund, you have 14 days from the earlier of:

- the time we confirm your interest in the Fund or
- the end of the fifth day after the interest in the Fund is issued to you ('cooling off period')

during which you can cancel your membership of the Fund and have any contributions made refunded.

The amount we refund will be the original amount invested but may be adjusted to take into account:

- any increase or decrease in the value of the investment options
- any tax or duty that may have been payable, and
- reasonable administrative and transaction costs (if any and excluding the payments of commission or similar benefits).

Amounts received may be subject to preservation and may need to be rolled into another approved fund. Repayment will be at the relevant unit exit price for an investment option. No exit fees will be charged and any Portfolio Management Charge or Contribution Charges deducted will be refunded. Any premiums paid for insurance may be adjusted to reflect the period for which cover was made available.

If you decide to cancel, your request must be in writing to the Trustee.

Your privacy

Zurich Financial Services Australia Limited and its related entities ('we/us') are bound by the Privacy Act 1988. Before providing us with any personal information or sensitive personal information, you should know that:

- we need to collect personal information and, in some cases, sensitive personal information about you in order to comply with our legal obligations, assess your application and, if your application is successful, to administer the products or services provided to you ('Purposes');
- where relevant for the Purposes, we will disclose the personal information and/or sensitive personal information to your financial adviser (and the licensed dealer or broker they represent) and to our agents, contractors and service providers that provide financial, administration or other services in connection with the operation of our business or the products and services we offer;
- a list of the type of agents, contractors and service providers we commonly use is available on request, or from our website, www.zurich.com.au, by clicking on the Privacy link on our home page;
- we may use personal information (but not sensitive personal information) collected about you to notify you of other products and services we offer. If you do not want your personal information to be used in this way, please contact us;
- we may also disclose personal information or sensitive personal information about you or where we are required or permitted to do so by law;
- if you do not provide the requested information or withhold your consent for us to disclose your personal information or sensitive personal information, we may not be able to accept your application, administer the products or services provided to you, action a transaction you have requested or respond to an enquiry raised by you;
- in most cases, on receiving a written request, we will give you access to the personal information we hold about you. However, we may charge a fee for this service; and
- for further information, or a copy of Zurich's Privacy Policy, you can contact us by telephone on 132 687, email us at privacy.officer@zurich.com.au or by writing to The Privacy Officer, Zurich Financial Services Australia Limited, PO Box 677, North Sydney NSW 2059.

Anti-Money Laundering & Counter-Terrorism Financing Requirements

Zurich is required to satisfy various regulatory and compliance obligations, including under the Anti-Money Laundering/ Counter-Terrorism Financing Act 2006 (Cth). As an investor in the Funds, you must complete the Customer Identification forms (either included in the application form or available from us on request), and provide the required identity verification information.

Zurich may, from time to time, require additional information from you, which you must provide. In accordance with our obligation, Zurich will monitor your transactions; may also delay or refuse to process certain transactions. We may also be required to disclose information about you to a regulator or law enforcement body.

Family Law Legislation

The Family Law Act 1975 allows for superannuation benefits to be split between you and your spouse in the case of divorce.

Splitting superannuation under these provisions may affect your superannuation components and may have tax consequences. We therefore recommend that you seek professional advice to determine how splitting your superannuation may impact you. You should also seek professional advice on the impact of these provisions if you have a binding nomination of beneficiary in place, as the provisions can negate the effect of that nomination.

Under these provisions the trustee may be required to provide certain information about a member's benefit to certain 'defined' persons and in some instances without notifying the member of the enquiry.

Fees may be levied for the additional services required in dealing with your superannuation benefits under these provisions. These are outlined in the "**ZSP/ZABP Fee Guide".**

Transfers to an Eligible Rollover Fund and Unclaimed Super (ZSP only)

Where one of the following occurs, a Fund member's benefit may be transferred to an Eligible Rollover Fund ("ERF"):

- The benefit is immediately payable, and we have not been provided with instructions for payment within 90 days from the date the benefit became payable;
- We have lost track of the member (this is usually when we believe a member has not received at least two consecutive statements from Zurich) and does not meet the minimum account balance;
- The member is inactive and has a balance of under $1,000; or
- The member has engaged in activity which could result in, or has resulted in, financial detriment to other Fund members or beneficiaries ("misconduct").

Superannuation law also allows the trustee to determine other transfer circumstances.

The Zurich Master Superannuation Fund's nominated ERF is AUSfund. Where we intend to transfer your benefits to AUSfund, we will provide you with prior notification. If your benefits are transferred:

- you will no longer be a member of the Zurich Master Superannuation Fund and all associated benefits such as insurance (if any) will cease;
- you will instead become a member of AUSfund;
- AUSfund will invest your benefit using a default investment strategy without knowing whether it is appropriate to your needs;
- AUSfund will have a different fee structure;
- AUSfund will not provide death or disablement insurance benefits.

If you are transferred to the AUSfund, you may request access to, or correction of, any personal information held by AUSfund by writing to AUSfund's Privacy Officer.

AUSfund can be contacted at:

AUSfund Administration
PO Box 2468,
Kent Town SA 5071

Phone: 1300 361 798
Fax: 1300 366 233
Email: admin@ausfund.net.au
Web: http://unclaimedsuper.com.au//

Unclaimed superannuation

Broadly speaking if we do not transfer your benefit to an ERF, your superannuation benefit may become unclaimed and paid to the Australian Taxation Office (ATO) if you are:

- over 65 years old, haven't made a contribution for the last two years and have been uncontactable by your fund for five years
- deceased, haven't made a contribution for the last two years and your fund has been unable to pay the benefit to the rightful owner because they are uncontactable
- a former temporary Australian resident and it has been six months since you left Australia or since your visa expired
- entitled to be paid your ex-spouse's super in a divorce and the fund is unable to contact you
- a lost member* whose account balance is less than $2,000
- a lost member* whose account has been inactive for 12 months and your fund does not have the information needed to make a payment to you.

You may contact the ATO to claim your benefits should that occur.

For further information about unclaimed superannuation and how to claim, please contact your financial adviser or visit the ATO website, www.ato.gov.au.

*A person may be a lost member if they have not made a contribution in the last two years and the fund receives returned mail from their last known address.

Enquiries and complaints resolution

Zurich is committed to providing you with high levels of service and has established arrangements for any enquiries or complaints. If you have an enquiry or if you require any further information about your investment or management of the Fund, please contact the Zurich Client Service Centre on 131 551.

The Fund has an established procedure for dealing with member enquiries and complaints. Should you have a complaint regarding your ZSP, ZABP or the Trustee, you should contact Zurich's Client Service Manager on 131 551. The Client Service Manager has been authorised by the Trustee to receive all enquires and complaints.

If your complaint has been reviewed through Zurich's internal complaints procedures and the matter is not resolved to your satisfaction, you have access to:

- **The Superannuation Complaints Tribunal**
  Telephone: 1300 884 114

  Locked Bag 3060,
  GPO, Melbourne
  Vic 3001 and/or
- **The Financial Ombudsman Service**
  Telephone: 1300 780 808

  GPO Box 3
  Melbourne Vic 3001.

The Superannuation Complaints Tribunal (SCT) is an independent body established by the Commonwealth Government to assist you if you are dissatisfied with a decision made by the Trustee. The objective of the SCT is to provide a fair, timely and economical means of resolution of complaints as an alternative to the court system. The SCT is able to substitute its own decision in place of that made by the Trustee. Such a substituted decision is binding on the Trustee. The SCT cannot consider complaints that have not been first referred to the Trustee's complaints resolution process.

The Financial Ombudsman Service (FOS) is able to deal with complaints about the administration and management of the Fund. A decision of FOS is binding on Zurich but not the Trustee.

Important: Although there is no time limit for some complaints to the Tribunal, others, such as a complaint about disability or death benefits, must be lodged within a particular time.

For further information regarding the relevant time limits, you should refer to the SCT website, www.sct.gov.au.

Asking for further information

The PDS and the incorporated documents including this booklet, describe the important features of the ZSP and ZABP. You may request further information about the ZSP and ZABP by contacting us at the address or telephone number shown on page 20.

The regulations governing superannuation specify certain information which must be made available. The Trustee will, upon receipt of a valid request make available, free of charge, copies of returns lodged with APRA, a copy of the latest audited accounts, a copy of the relevant provisions of the Trust Deed which apply to a member or the member's benefits, and a copy of the Trustee annual report.

The provision of other information may be subject to a charge.

About the Trustee

The Trustee of the Zurich Master Superannuation Fund ('the Fund'), of which the ZSP and ZABP forms a part, is Zurich Australian Superannuation Pty Limited which is a Registrable Superannuation Entity Licensee under the Superannuation Industry (Supervision) Act 1993. As well as the normal protection available under the Act, the Trustee has indemnity insurance.

As Trustee, Zurich Australian Superannuation Pty Limited will be responsible for the Fund, including:

- ensuring that the Fund complies with the governing trust deed and all regulatory requirements
- determining the investment objective, strategy and implementation process for the Fund
- ensuring that the Fund is administered properly and efficiently
- arranging auditing of the Fund
- reporting to members
- lodging annual returns with APRA, and
- lodging tax returns.

Contacting the Fund

The issuer of the ZSP, ZABP and the Trustee of the Zurich Master Superannuation Fund is Zurich Australian Superannuation Pty Limited. Information on the management, financial condition and further details of the investment performance of the Zurich Master Superannuation Fund is set out in the Annual Fund Report issued by the Trustee. Copies of the current Annual Fund Report are available on request, free of charge. Should you require further details about the Fund, please contact your financial adviser or the Trustee.

The Trustee can be contacted by phoning the Zurich Service Centre on 131 551 Monday to Friday, or by writing to:

The Trustee
Zurich Master Superannuation Fund
Locked Bag 994
North Sydney NSW 2059

The Trust Deed

The ZSP and ZABP are governed by the Zurich Master Superannuation Fund trust deed (the Trust Deed). The Trust Deed is consistent with superannuation law and sets out the rights and obligations of the Trustee and the members of the Fund.

The Trustee must administer the Fund in accordance with the Trust Deed and the law generally. If there is any inconsistency between the Trust Deed and the information in the PDS or incorporated documents, the Trust Deed will prevail.

The Trust Deed contains provisions dealing with, among other things, the following matters:

- appointment and removal of the Trustee and its powers
- amendment to the Trust Deed
- employers' rights
- members' rights to benefits
- the Trustee's rights of indemnity and exemption from liability
- transfers to and from other acceptable superannuation vehicles.

A copy of the Trust Deed is available for viewing, or sent free of charge upon request by contacting the Client Service Centre on 131 551 or by visiting our website, www.zurich.com.au. The information in this document summarises some of the Trust Deed.

Relationship between the Trustee and some service providers to the Fund

The Trustee currently invests the Fund's assets in master insurance policies issued by Zurich. Zurich arranges for the provision of management, investment and administration services to the Fund and may receive fees for provision of these services.

The Trustee is a subsidiary of Zurich Financial Services Australia Limited a subsidiary of the global Zurich Financial Services Group. Zurich Investment Management Limited ('ZIM' or 'Zurich Investments') (AFSL 232 510), also a subsidiary of Zurich Financial Services Australia Limited, provides management and investment services to Zurich from time to time in relation to some of the investment options available through the ZSP and ZABP and the investments made by the underlying master insurance policies used for ZSP and ZABP. ZIM currently receives no fees from the Fund. However, ZIM does receive fees from Zurich for these services. These fees are not separately charged to the Fund. Zurich reserves the right to change service providers used in relation to the ZSP and ZABP without prior notice to you. If we choose to change any service provider used from time to time, we will notify members of the change through our website www.zurich.com.au.

The Trustee undertakes that it will not deal with service providers to the Fund who are associates of the Trustee more favourably than it would deal with any other independent service providers.

The Trustee advises you that under the law, where the Trustee invests money of the Fund, it must deal with the other party to the investment transaction at arm's length or on arm's length terms.

Keeping in touch

The team at the Zurich Client Service Centre understands your product. It is well equipped to answer questions about the product and provide extra information, although it is not able to give financial advice. To contact Zurich's Client Service Centre simply:

call us on: **131 551**

email us at: **client.service@zurich.com.au**

fax us on: **02 9995 3797**

or write to us at:
Zurich Client Service Centre
Locked Bag 994
North Sydney NSW 2059

For financial advice, please contact your financial adviser.

Regular reports

We will provide you with the following:

- **Welcome pack:**
  Sets out your personal information and full details of your investment and includes an Investment Certificate, and information relating to Optional Protection Benefits (if any).
- **Statement:**
  Superannuation – Shortly after the anniversary of your ZSP, you will be provided with your annual statement. This statement shows member information including account balance, unit movements, and a summary of transactions during the period and preservation details. If in the future the timing of the statement changes, we will notify you of this change.

  Account-Based pension – At least once a year (Zurich currently issue statements twice a year) Zurich will provide you with a statement. It will show the current account balance and a summary of transactions that have taken place over the year, or the period since the last statement if less than a year.
- **Annual Fund Report:**
  Prior to 31 December each year, you will be provided with the annual fund report. The default option for receiving the annual fund report is via www.zurich.com.au/annualreports where it can be viewed online. You can elect to receive printed copies of the annual fund report free of charge by calling our Client Service Centre on 131 551. This report sets out general information about the financial and management condition of the superannuation fund and on the Fund's investment performance.
- **Confirmation of transactions:**
  Superannuation – Zurich will send you a confirmation of any additional contribution greater than $500 unless you notify Zurich that you do not wish to receive these notices. If you require confirmation for amounts invested that are less than this, please call our Client Service Centre on 131 551.

  Account-Based pension – Zurich will provide confirmation of any payment alteration, switch and partial or full withdrawal you make (apart from regular income payments which are not considered to be withdrawals). For other individual transactions (other than regular income payments), confirmation details of such transactions can be obtained by contacting either your financial adviser or our Client Service Centre.

Online access through My *Zurich*

For up to date information relating to your ZSP or ZABP you can access My Zurich via the Zurich website, www.zurich.com.au.

Once you register for My *Zurich* you can access current information relating to your account. Through My *Zurich* you can quickly and easily, any time of the day, perform the following functions:

- view your account balance and transaction history
- view any statements or transaction confirmations that have been sent to you
- update some of your personal details

You can also access general information relating to Zurich products through the Zurich website including unit prices, performance reports, investment articles and product tools such as financial calculators.

To register for My *Zurich* you will need to have your ZSP or ZABP policy number which will be provided to you with your Welcome pack.

The issuer of the Zurich Superannuation Plan (SPIN ZUR0473AU) and the Zurich Account-Based Pension (SPIN ZUR0469AU) is Zurich Australian Superannuation Pty Limited ABN 78 000 880 553, AFSL 232500 who is the Trustee of the Zurich Master Superannuation Fund ABN 33 632 838 393, SFN 2540 /969/42.

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Zurich Australian Superannuation Pty Limited
ABN 78 000 880 553, AFSL 232500
RSE Licence No. L0003216, Registration No. R1067651

Zurich Australia Limited
ABN 92 000 010 195, AFSL 232510

5 Blue Street North Sydney NSW 2060

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www.zurich.com.au

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