

Zurich Superannuation Plan and Zurich Account-Based Pension

Product Disclosure Statement



This Product Disclosure Statement (PDS) is a summary of significant information and contains a number of references to important information found in the **“ZSP/ZABP Fee Guide and Additional Information booklet”**, **“ZSP Optional Protection Benefits Information Booklet”** and the **“ZSP/ZABP Information Booklet on investment options”** (each of which forms part of the PDS). You should consider all information before making a final decision to invest in the product.

The information provided is general information only and does not take account of your personal financial situation or needs. You should obtain financial advice tailored to your own personal circumstances.

Up-to-date information

Certain information in this PDS and incorporated materials may change from time to time – this includes, but is not limited to, possible changes which we have identified. Where we indicate to you that we will give notice of such changes, or where changes that are not materially adverse to you occur, we will update such information on our website, www.zurich.com.au/ZSPandZABP. This information may include details about investment performance. It is therefore important that you visit the website for the latest versions before applying. A copy of any updated information will be available free of charge upon request by calling Zurich Customer Care on 131 551.

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1. About the Zurich Superannuation Plan and Zurich Account-Based Pension

Zurich Australian Superannuation Pty Limited is the Trustee of the Zurich Master Superannuation Fund, which includes the following:

Zurich Superannuation Plan: The Zurich Superannuation Plan (‘ZSP’) is designed to provide you with benefits for your retirement. ZSP is a flexible plan because of the wide scope members have with regard to the level of contribution, the type of contribution, insurance options and investment choices.

Zurich Account-Based Pension: The Zurich Account-Based Pension (‘ZABP’) offers a simple and convenient way for you to convert your accumulated superannuation into a tax-effective income. Members have a high degree of flexibility with regard to the amount of income paid, frequency of payment and investment options.

All investments are made by investing through a life insurance policy issued by Zurich Australia Limited (‘Zurich’) ABN 92 000 010 195, AFSL 232510, which is a related entity of the Trustee. Through this life policy, each of the investment options is invested in underlying unit trusts managed by Zurich Investment Management Limited ABN 56 063 278 400, AFSL 232511 (‘ZIM’) or other selected investment managers. Zurich reserves the right to vary the way in which each investment option is invested. ZIM is also responsible for selecting the specialist investment managers for its funds.

Further information about the investments including the product dashboard and portfolio holdings, as well as governance information about the trustee, the Fund and executive remuneration can be found on www.zurich.com.au/ZSPandZABP when available. All new members must make an investment option nomination and will not be transitioned to a MySuper account.

2. How super works

Superannuation is a tax-effective investment which works on the principle of putting aside money during your working life so you have savings upon retirement, which is in part compulsory. As a result of the legal requirements, your benefit must remain in the fund until you reach a minimum age as set by the Government, unless another "trigger" event applies. Your account balance should gradually build up over time to provide you with an income for retirement.

Most working Australians have a minimum percentage of their salary paid by their employer into superannuation (called the Superannuation Guarantee or Compulsory Superannuation). In most cases, employees also have a say on which superannuation fund they would like these compulsory contributions to be paid in to (including the Zurich Superannuation Plan). In addition, employees may also choose to make voluntary contributions into super either from their after-tax income, or they can arrange with their employer to salary sacrifice some of their pre-tax salary into superannuation. Also, you may be eligible to receive spouse contributions and other types of contributions.

Superannuation law defines your eligibility to make contributions, or to have contributions made on your behalf, the maximum amount that can be contributed or withdrawn, when you are able to access your superannuation and any tax savings provided by the Government. For more information regarding taxation of superannuation, refer to section 6 of this PDS, 'How super is taxed'.

For detailed information on how super works, please also refer to the Government websites, moneysmart.gov.au, apra.gov.au or ato.gov.au.

Important: You should read the important information about how to contribute to superannuation or an account-based pension and the limit on certain types of contributions before making a decision. Go to the "**ZSP/ZABP Fee Guide and Additional Information booklet**" located at www.zurich.com.au/ZSPandZABP for the information. The material may change between the time you read this statement and the day when you acquire the product.

3. Benefits of investing with Zurich Superannuation Plan and Zurich Account-Based Pension

Both the Zurich Superannuation Plan and Zurich Account-Based Pension offer a number of practical features, giving them the flexibility to meet the changing needs of members. These features include:

Competitive fee structure: Both the Zurich Superannuation Plan and Zurich Account-Based Pension administration fees are based on a stepped structure, whereby a single fee is determined based on the account balance (for ZSP) or the adjusted investment amount (for ZABP), and then applied to the entire account balance.

Complete financial protection: At Zurich, we believe it is important to provide insurance products that are supported by quality definitions and a comprehensive range of included and optional benefits. As such, ZSP offers a range of competitive and affordable choices in insurance cover with premiums deducted automatically from the member's account each month.

The range of ZSP Optional Protection Benefits that can be structured to meet your individual needs include Death cover, Total and Permanent Disablement (TPD) cover, and Income protection.

Extensive range of quality investment options:

The Zurich Superannuation Plan and the Zurich Account-Based Pension offer a choice of investment options to create an overall investment portfolio that suits your personal needs and goals.

Members are able to select from a range of professionally constructed options that combine the expertise of a number of strategic investment managers who are recognised as being amongst the best in their area of expertise. By combining these specialist investment managers with Zurich's excellence in customer service, we are able to offer an exclusive range of investments to Australian investors.

Estate planning with certainty: Members are able to make binding death benefit nominations confidently and easily. We have designed the nomination process to ensure benefits are generally distributed in accordance with your wishes where you have provided us with a binding death benefit nomination. Benefits can be paid as a lump sum, Account-Based pension, or a combination of both.

Important: You should read the important information about the features and benefits before making a decision. Please refer to the "**ZSP/ZABP Fee Guide and Additional Information booklet**" located at www.zurich.com.au/ZSPandZABP for the information. The material may change between the time you read this statement and the day when you acquire the product.

4. Risks of super

All investing involves risk. Generally, different strategies may carry different levels of risk, depending on the assets that make up your investment strategy and assets with the highest long-term returns may also carry the highest level of short-term risk. The more risk you bear, the higher your potential return may be over the longer term. The value of an investment will vary, as investment options can fall as well as rise in line with movement in the value of that option's assets. There is no guarantee of the repayment of capital, the payment of income, the performance of the investment option or the achievement of investment objectives.

It is important to understand that when investing in superannuation:

- The level of returns will vary, and future returns may differ from past returns. This applies to all investment options and to both growth assets (such as shares) and defensive assets (such as bonds and fixed interest securities).
- Returns are not guaranteed, and you may lose some of your money. Low or negative returns could occur over a short period of time or possibly over an extended period of time.
- Strategies that are not well diversified may increase risk. Defensive assets (such as bonds and fixed interest) and growth assets (such as shares) could fall at the same time.
- Laws governing superannuation may change in the future.
- Depending on the level of returns and the amount of contributions made to a superannuation plan, the benefit received on retirement may not be sufficient to provide for your retirement.
- The level of risk will also vary depending on a range of factors, including your age, investment time frames, where other parts of your wealth are invested and your risk tolerance.

5. How we invest your money

In planning your investment strategy and choosing your options, there are three key points you need to consider:

- the level of risk you are comfortable with,
- the level of return you are seeking, and
- how long you are planning to invest.

To achieve your investment goals, including your needs for security and capital growth, ZSP and ZABP offer you access to a variety of investment options. The choices offered give you the opportunity to tailor an investment strategy to suit your needs. Currently, you may invest in one investment option only or a combination of up to 10 options at one time.

Important: If no investment option selection is made, Zurich will be unable to accept your application until such time as a valid selection has been made.

Please note that the Trustee may at any time, with notice to you, change, close, remove or add to any of the investment options, and transfer (both for existing account balances and new contributions) members from an option which is closed or removed to another option.

Important: You should read the important information about the individual investment options before making a decision. Please refer to the **“Zurich Superannuation Plan/ Zurich Account-Based Pension – Information Booklet on investment options”** for the information.

An example of the information for the **Managed Growth option** is shown below:

Managed Growth option				
Investment objective	To provide investors with capital growth over the medium to long term, through exposure across a range of asset classes. The option aims to outperform its composite benchmark over rolling three year periods before fees and taxes.	Asset allocation	Benchmark %	Ranges %
		Australian shares	32	17–41
		International shares	26	10–36
		Listed property securities		
		– Australian	2	0–12 ³
		– Global	3	0–12 ³
		Property	–	–
		Alternative Investments ¹	9	7–11
		<i>Total growth assets</i>	72	45–85
		Aust. & Int. Fixed Interest [#]	24	15–40
		Cash	4	0–15
		<i>Total defensive assets</i>	28	15–55
Suggested minimum investment timeframe	5 years	Indirect cost ratio	0.36%	
			0.42% gross (ZSP)	
Risk / Return profile	Medium to high	Fee for \$50,000 balance² pa (estimated)	\$180	
			\$210 gross (ZSP) ⁴	
Standard risk measure	Medium to high	Buy/sell spread⁵	nil / nil	

¹Alternative investments includes investments in infrastructure, soft commodities (agribusiness) and derivatives based equity strategies. Alternative investments may also include investments in any other non traditional asset class. ²Assuming your account balance remains static throughout the year. ³The range shown for Australian and Global property securities is a combined range. ⁴Please note that for the purpose of this table we have shown the actual investment management cost that you will be charged. For ZSP only, the amount in brackets is the investment management costs before the impact of the tax benefit that Zurich passes on to you in the form of a lower fee. ⁵Refer to **“Zurich Superannuation Plan/Zurich Account-Based Pension – Information Booklet on investment options”** for further details on the Buy/Sell spread. [#]This asset class in the Managed Growth option includes both investment grade and non-investment grade international fixed interest (refer to ZSP/ZABP Information Booklet on investment options for definition of investment grade).

Switching: You can move your money (called ‘switching’) between investment options at any time. There is no minimum amount that must be switched. There is currently no fee for changing / switching your investments, but transaction costs (such as buy/sell spreads) may apply. If we accept a switch request before 3pm in Sydney on a business day, the exit and entry prices determined for the relevant options for that business day will generally apply.

Automatic Investment Adjuster: If you are considering investing in the ZABP, you may also wish to use the ‘Automatic Investment Adjuster’ feature, rather than selecting your own investment options. The Automatic Investment Adjuster is designed to ensure that the risk level of your investment reduces over time (this may mean that the rate of return you receive also reduces). There is more information on this feature in the **“ZSP/ ZABP Fee Guide and Additional Information booklet”** which is located at www.zurich.com.au/ZSPandZABP.

Environmental, social and ethical considerations –

Zurich options: Decisions about the selection, retention or realisation of the assets in each investment option are primarily based on economic factors.

Unless otherwise stated in the “**ZSP/ZABP Information Booklet on investment options**”, none of the strategic investment managers used for each investment option takes into account labour standards, environmental, social or ethical considerations when making decisions, although sometimes these matters do indirectly affect the economic factors upon which their decisions are based.

Important: You should read the important information about the investment options offered before making a decision. Go to the “**ZSP/ZABP Information Booklet on investment options**” located at www.zurich.com.au/ZSPandZABP for the information. The material relating to the investment options may change between the time you read this statement and the day when 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.

Your employer may be able to negotiate to pay lower administration 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)** website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

*As a Choice superannuation plan, your employer cannot negotiate the administration fees on the ZSP and ZABP.

This section shows an example of the fees and other costs that may be charged on Zurich Superannuation Plan or Zurich Account-Based Pension for the Managed Growth option. These fees and costs may be deducted from your money, the returns on your investment or from the fund assets as a whole. For the fees and costs on other investment options, refer to the “**ZSP/ZABP Fee Guide and Additional Information booklet**”.

Please note that in the case of ZSP, insurance costs are set out separately in the “**Zurich Superannuation Plan – Optional Protection Benefits Information Booklet**” located at www.zurich.com.au/ZSPandZABP. You should read all of the information about fees and costs as it is important to understand their impact on your investment.

All fees for the Zurich Superannuation Plan are gross of the tax deduction which Zurich will receive for the tax payable on the investment income of the various investment options. However as Zurich passes that deduction on to you in the form of a reduced fee, **the figure in brackets represent the actual maximum cost that you will be charged.**

You can use the information in the table on page 5 to compare the fees and costs of ZSP and ZABP with those of other super and pension products. Some fees and costs are paid directly from your account and others may be deducted from your investment returns.

Increases or alterations in the costs and charges

Zurich has the right to change fees and costs without your consent. If any fees or charges are adjusted, we will generally give members at least thirty days advance notice in writing (except where charges have altered in line with movements in the Consumer Price Index, the estimated indirect costs not deducted directly from your account have changed or the buy/sell spreads have changed).

Member advice fees

The financial adviser recommending this product to you may negotiate with you the payment of service fees for advice and services to you in relation to the ZSP and ZABP.

In these instances, you can agree with your financial adviser to have a Member Advice Fee paid directly from your account. The Member Advice Fee can be collected as either, or a combination of:

- **Initial Member Advice Fee:** A set dollar amount, or percentage of your account, deducted as a one-off as agreed between you and your financial adviser.
- **Ongoing Member Advice Fee:** A set dollar amount, or percentage of your account, deducted from your account on a monthly basis.

Additional fees may be paid to a financial adviser if consulted. Please refer to the Statement of Advice given to you by your financial adviser for details about the applicable fees.

Important: You should read the important information about fees and costs and adviser fees before making a decision. Go to the “**ZSP/ZABP Fee Guide and Additional Information booklet**” located at www.zurich.com.au/ZSPandZABP for the information. The material relating to the fees and costs may change between the time you read this statement and the day when you acquire the product.

	Zurich Superannuation Plan Managed Growth Option	Zurich Account-Based Pension Managed Growth Option																	
Type of fee	Amount	Amount	How and when paid																
Investment fee	Nil	Nil	Not applicable																
There is no fee deducted directly from your account as an Investment fee. Fees relating to the investment may be charged indirectly as a deduction from investment returns and are reflected in the 'Indirect cost ratio' below.																			
Administration fee (Portfolio Management Charge)	<table border="1"> <thead> <tr> <th>Account Balance</th> <th>Portfolio Management Charge %pa*</th> </tr> </thead> <tbody> <tr> <td>Less than \$100,000</td> <td>1.00% (0.85%)</td> </tr> <tr> <td>\$100,000 – \$249,999</td> <td>0.88% (0.75%)</td> </tr> <tr> <td>\$250,000+</td> <td>0.59% (0.50%)</td> </tr> </tbody> </table> <p>* Based on total account balance. Subject to a minimum charge of \$24.94 (\$21.20) per month (effective 01/04/2015)</p>	Account Balance	Portfolio Management Charge %pa*	Less than \$100,000	1.00% (0.85%)	\$100,000 – \$249,999	0.88% (0.75%)	\$250,000+	0.59% (0.50%)	<table border="1"> <thead> <tr> <th>Adjusted Investment Amount #</th> <th>Portfolio Management Charge %pa*</th> </tr> </thead> <tbody> <tr> <td>\$20,000 – \$99,999</td> <td>0.95%</td> </tr> <tr> <td>\$100,000 – \$249,999</td> <td>0.85%</td> </tr> <tr> <td>\$250,000+</td> <td>0.60%</td> </tr> </tbody> </table> <p># The Adjusted investment amount is your initial investment less any amount withdrawn inclusive of withdrawal fees. Note that regular income payments are not considered as withdrawals.</p> <p>* Subject to a minimum charge of \$21.20 per month (effective 01/04/2015)</p>	Adjusted Investment Amount #	Portfolio Management Charge %pa*	\$20,000 – \$99,999	0.95%	\$100,000 – \$249,999	0.85%	\$250,000+	0.60%	This fee is charged as a percentage of your total account balance at the date of the fee deduction and is deducted by withdrawing units from your investment option(s) monthly (on the same day of the month as the commencement date of your plan) in proportion to the balances in your investment option(s).
Account Balance	Portfolio Management Charge %pa*																		
Less than \$100,000	1.00% (0.85%)																		
\$100,000 – \$249,999	0.88% (0.75%)																		
\$250,000+	0.59% (0.50%)																		
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\$20,000 – \$99,999	0.95%																		
\$100,000 – \$249,999	0.85%																		
\$250,000+	0.60%																		
Buy-sell spread	Nil/Nil	Nil/Nil	A buy/sell spread is the difference between the buy unit price and the sell unit price of an investment option that applies when there is a contribution, withdrawal or switch. It is payable to meet transaction costs (eg brokerage, clearing costs and stamp duty on investment transactions).																
Switching fee	Nil	Nil	Not applicable																
Exit fee	Nil	Nil	Not applicable																
Advice fees relating to all members investing in a particular investment option	Nil	Nil	Not applicable																
Other fees and costs¹	Refer to the 'Additional Explanation of Fees and Costs' in the "ZSP/ZABP Fee Guide and Additional Information booklet" for information on other fees and costs that may apply.																		
Indirect cost ratio (Investment Management Costs)	0.42% pa (0.36% pa) (estimated)	0.36% pa (estimated)	These amounts are deducted from the investment returns of the underlying assets by the investment manager(s) before the unit price is struck. They are reflected in the daily unit price for each investment option.																

¹You may also incur other fees such as Member Advice Fees, Activity fees for services required in dealing with superannuation benefits under Family Law or requests for the provision of information, and Insurance fees if you elect to be covered under an Optional Protection Benefit (ZSP Only). See 'Additional Explanation of Fees and Costs' in the **"ZSP/ZABP Fee Guide and Additional Information booklet"**.

Definitions of the types of fees mentioned above are available at www.zurich.com.au/ZSPandZABP.

The fees and other costs above relate to the Managed Growth investment option. These fees may differ from those charged on other investment options. Refer to the **"ZSP/ZABP Fee Guide and Additional Information booklet"** for further information.

Example of annual fees and costs

These tables give an example of how fees and costs on the Zurich Managed Growth investment option for these products can affect your investment over a one year period. You should use these tables to compare these product with other superannuation products.

Example: ZSP Managed Growth Option – Balance of \$50,000		
Investment fees	Nil	For every \$50,000 you have in the ZSP Managed Growth option you will be charged \$0.00 each year
PLUS Administration fees	1.00% (0.85%)*	And for every \$50,000 you have in the ZSP Managed Growth option you will be charged \$500 (\$425*) each year
PLUS Indirect costs for the ZSP Managed Growth option	0.42% (0.36%)*	And , indirect costs of \$210 (\$180*) each year will be deducted from your investment
EQUALS Cost of product	If your balance was \$50,000, then for that year you will be charged fees of \$710# (actual net costs of \$605)* for the ZSP Managed Growth option.	

Note: #Additional fees may apply.

And, if you leave the superannuation entity early, you may also be charged **exit fees** of 0% of your total account balance.

Important: What it costs you will depend on the investment option you choose and the fees you negotiate with your financial adviser.

**Please note that for the purpose of this table we have shown both the management costs before the impact of the tax benefit that Zurich passes on to you in the form of a lower fee, and the actual maximum cost that you will be charged (ie the amounts shown in brackets).*

Example: ZABP Managed Growth Option – Balance of \$50,000		
Investment fees	Nil	For every \$50,000 you have in the ZABP Managed Growth option you will be charged \$0.00 each year
PLUS Administration fees	0.95%	And for every \$50,000 you have in the ZABP Managed Growth option you will be charged \$475 each year
PLUS Indirect costs for the ZABP Managed Growth option	0.36%	And , indirect costs of \$180 each year will be deducted from your investment
EQUALS Cost of product	If your balance was \$50,000 , then for that year you will be charged fees of \$655# for the ZABP Managed Growth option.	

Note: #Additional fees may apply

And, if you leave the superannuation entity early, you may also be charged **exit fees** of 0% of your total account balance.

7. How super is taxed

The following is a summary of the taxation issues affecting a superannuation investment. The laws governing superannuation are complex, so please contact your financial adviser to develop a strategy most suited to your needs before you decide to invest. You may pay more tax if you exceed certain caps. Further information on taxation, including the consequences of exceeding your contribution caps, can be obtained by going to one of the following Government websites: moneysmart.gov.au, apra.gov.au or ato.gov.au/super.

This taxation information is based on the taxation laws which were current at the time of preparation of this document and any assumptions and examples are based on the continuation of laws and rulings current at that date and their interpretation by Zurich. We will advise you in the Annual Fund Report if there are any changes to the general tax situation as described in the PDS.

Tax on contributions and Fund Earnings

Superannuation	<p>Concessional contributions*: Generally a Contributions Tax of 15% is payable by your superannuation fund on concessional contributions received for you (including pre-tax contributions) . This is reduced to the extent those contributions are used to pay your insurance costs.</p> <p>When we are notified of a concessional contribution, the contributions tax is calculated and deducted from your account using the unit price applicable at the day the contribution was credited to your account.</p> <p>Non Concessional contributions*: Not applicable</p> <p>Investment Earnings: Taxed at a rate of up to 15%</p>
Pension	<p>Initial investment: Tax-free</p> <p>Investment Earnings*: Tax-free</p>

Tax on withdrawals

	Prior to age 60	Age 60 +
Lump sum	Tax-free component[#]: Tax free	Total lump sum: Tax free
	Taxable component[^]: Below preservation age*: Whole amount – Marginal tax rate or 22%, whichever is lower Preservation age* to 59: Amount up to low-rate cap* – Nil Amount above low-rate cap* – Your marginal tax rate or 17%, whichever is lower	
Pension payments	Tax-free component: Tax free	Total Pension Payment: Tax free
	Taxable component: Under preservation age: Taxable at marginal tax rate. Tax offset of 15% is available only if payment is also a disability superannuation benefit. Preservation age to 59: Taxable at marginal tax rate and pension offset of 15% is available. <i>Note: Zurich will withhold the tax from your payments on a Pay As You Go (PAYG) basis in a similar fashion to salary and wages. At the end of each financial year we will send you a PAYG Payment Summary to include in your annual tax return if you are under age 60.</i>	

* For further information on taxation matters including, but not limited to: your preservation age, tax payable on contributions that exceed the caps and current information on Contributions Tax (including different rates for high income earners), Low-rate cap amounts and any tax that may be payable on investment earnings for large pension accounts, please refer to the Australian Taxation Office website, www.ato.gov.au/super.

The tax-free component comprises the former pre-July 1983 component [converted into a fixed amount as at 30 June 2007], the CGT exempt component, the post-June 1994 invalidity component, the concessional component, undeducted contributions and non-concessional contributions.

^ The taxable component comprises the former post-June 1983 component and non-qualifying component and concessional contributions.

Providing your Tax File Number: 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.

If the Trustee has not been informed of your TFN:

- Employer contributions (i.e. compulsory employer contributions and salary sacrifice contributions) may be taxed at the highest marginal tax rate (plus Medicare Levy).
- Personal contributions and spouse contributions cannot be accepted by the Fund.

Important: You should read the important information about taxation of superannuation before making a decision. Go to the **"ZSP/ZABP Fee Guide and Additional Information booklet"** and **"ZSP/ZABP Information Booklet on investment options"** located at www.zurich.com.au/ZSPandZABP for the information. The material relating to taxation may change between the time you read this statement and the day when you acquire the product.

8. Insurance in your super

Whilst we all dream of retirement and look forward to the time when we can reap the rewards of a lifetime of hard work, we need to consider the possibility of an untimely death or disablement prior to retirement. Failure to consider the insurance components of your retirement plan may mean that you and/or your family suffer undue hardships. Therefore we strongly recommend that you discuss your protection needs with your financial adviser.

What are ZSP Optional Protection Benefits?

The Zurich Superannuation Plan ('ZSP') does not automatically include insurance cover. ZSP Optional Protection Benefits are a range of life insurance cover options you can elect to add to your plan. ZSP Optional Protection Benefits are not available with the Zurich Account-Based Pension.

The range of ZSP Optional Protection Benefits that can be structured to meet your individual circumstances include:

- Death cover
- Total and Permanent Disablement (TPD) cover
- Income protection.

You can apply for cover by completing Section 5 of the application form and a Life Insured's Statement.

Cost of Optional Protection Benefits

If you add any Optional Protection Benefits to your ZSP, insurance premiums are in addition to the fees and costs referred to on page 5. Premiums are deducted when cover commences and each month thereafter by withdrawing units from your investment option(s).

You can elect to change or cancel cover by writing to us at any time.

Your financial adviser will provide you with a tailored premium illustration for the particular cover you are applying for.

Important: You should read the important information about Optional Protection Benefits including who can apply, how much cover you can apply for, when cover will expire and full policy terms and conditions, before making a decision. Go to the **"Zurich Superannuation Plan Optional Protection Benefits Information Booklet"** located at www.zurich.com.au/ZSPandZABP for the information. The material relating to insurance cover may change between the time you read this statement and the day when you acquire the product.

9. How to open an account

The only way to apply for a ZSP (including to apply for insurance cover) or ZABP is to complete and submit the relevant application form accompanying this PDS together with your initial investment. Applications can generally only be accepted through your financial adviser.

Who should sign the application form? The individual, whose name appears as the Member, must sign the application form. If you are signing under power of attorney, please attach a certified copy of the Power of Attorney and a specimen signature of the attorney.

Investment option selection: Please ensure that you have completed the "Investment Selection" on Section 4 of the application form. If no investment option selection has been made, Zurich will be unable to accept your application until such time as a valid selection has been made.

Optional Protection Benefits (ZSP only): For applications including insurance cover please ensure you have completed Section 5 of the application form, and that a completed Life Insured's Statement is lodged with your application for investment.

Cheques: Cheques are to be made payable to Zurich Australia Limited, must be in Australian dollars and drawn on an Australian bank.

Important: ZSP and ZABP is only available to people receiving the PDS (including electronically) within Australia. We cannot accept cash, print applications, or electronic applications, signed, mailed or sent from outside Australia.

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 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 (USI 33 632 838 393 987).

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Zurich Australia Limited
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5 Blue Street North Sydney NSW 2060

Zurich Customer Care
Telephone: 131 551 Facsimile: 02 9995 3797
www.zurich.com.au

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).

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

Client reporting

As a member of the Fund, you will also receive regular reporting from Zurich. In addition, you may also access information regarding your investment at *My Zurich* via the website, www.zurich.com.au.

Enquiries and complaints resolution

The Zurich Customer Care team understands your product and are well equipped to answer questions about the product and provide extra information. To contact Zurich Customer Care 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 Customer Care, Locked Bag 994 North Sydney NSW 2059.

Zurich is committed to providing you with high levels of service, and has established arrangements for any enquires or complaints. Should you have a complaint regarding your ZSP, ZABP or the Trustee, you should contact Zurich's Customer Service Operations Manager on 131 551. The Customer Service Operations 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 either the Superannuation Complaints Tribunal or the Financial Ombudsman Service.

Important: For further information on Zurich's complaints resolution process, cooling off period, regular reporting and online access, please refer to the "**ZSP/ZABP Fee Guide and Additional Information booklet**" located at www.zurich.com.au/ZSPandZABP. The material may change between the time you read this statement and the day when you acquire the product.