

# Financial Services Guide

Prepared June 2017

# Introduction

This Financial Services Guide (FSG) is a document that is designed to answer questions you may have prior to us providing you with any SMSF administration and financial services we offer. Please read this FSG carefully to help you decide whether to use our services. It contains important information which includes:

- The types of financial products to which the SMSF administration solutions relate,
- How we are paid for our SMSF services,
- Details of any potential conflicts of interest, and
- Details of our dispute resolution process and how you can access them to resolve any complaints.

When we accept your online application to obtain our service, this FSG forms the agreement between You<sup>1</sup> and Us<sup>2</sup>.

For your ease, the FSG is comprised of the following parts:

- **Part 1 : Terms and Conditions**
- **Part 2 : Solutions Criteria**
- **Part 3 : Fee Schedule**
- **Part 4 : Description of Services.**

<sup>1</sup> In these documents, “You” means the persons identified in the online application as Members/Trustees of the SMSF, in their capacity as Trustees or directors of the Trustee and in their personal capacity, jointly and severally. “Your” has a corresponding meaning.

<sup>2</sup> In these documents, “Us”, “We” or “SuperConcepts” means SMSF Administration Solutions Pty Ltd ABN 76 097 695 988, AFSL 291195. “Our” has a corresponding meaning. The AMP Group owns 100% of SMSF Administration Solutions Pty Ltd. AMP Group entities offer financial products and banking services, including products and services that we may arrange for you or refer you to, as part of our services to you.

This FSG is governed by and must be construed according to the law applying in NSW.

Prepared June 2017

SuperConcepts SMSF Administration Solutions

# Financial Services Guide – Part 1

## Terms and Conditions

### 1 | Our services and obligations

We offer an SMSF administration service which includes tax return lodgement, compliance monitoring and audit facilitation to make it easier to manage your SMSF. Our SMSF administration offer extends to both new SMSFs and to existing SMSFs transferring to us. On your instruction, we will also provide relevant additional services to you. For detail on the SMSF administration service that suits you, please read the [Description of Services](#).

In providing this administration service, we may provide you with financial services, including dealing in financial products. This means we can arrange and administer the application, acquisition, amendment and cancellation of financial products. We may refer you to other providers of financial products and services or arrange for them to issue products and services to your SMSF. The kinds of financial products arranged depends on which service offer you have, but may include deposit and payment products, life insurance products, superannuation products and managed investment schemes. If this occurs, you will receive the relevant documents for the financial products that these providers issue.

We will provide you with access to our online interface, the Dashboard, to allow you to access your SMSF information. The Dashboard is also where we deliver SMSF administration communications to you. These include requests for information and alerts about your fund. You can respond to our requests using the online Dashboard.

We do not provide any investment or personal advice. We may provide factual information and general advice that does not take into consideration your personal situation or needs. You need to decide what is right for you and your SMSF after considering your goals and personal circumstances.

## 3 | Your obligations

### 3.1 Your acknowledgements

You acknowledge that:

- We undertake to use reasonable endeavours to help to support you with your SMSF compliance obligations by providing the services outlined in the [Description of Services](#).
- However, as you are the trustee, you are ultimately responsible for the operation, management and compliance of your SMSF. To assist you, you should obtain professional advice regarding your specific obligations for the management and compliance of your SMSF.
- We are not responsible for the delivery or performance of any of the products or services that you may use or engage or that are arranged by us on your behalf.

### 3.2 Your undertakings

In order for us to provide our full services to you we require you to:

- respond, in a timely manner, to any tasks or requests we send you in relation to your SMSF.
- manage your SMSF in accordance with your Trust Deed and the applicable laws.
- maintain sufficient funds in your SMSF's linked cash account to allow us to deduct any fees owed.
- utilise investments in line with the [Solutions Criteria](#), and that additional fees will apply if your SMSF's investments fall outside the [Solutions Criteria](#).
- immediately notify us if you receive a determination that your SMSF is non-complying, or for any reason ceases to exist, or of any other matter that may affect the administration of your SMSF.

### 3.3 Third party authorities

For the purpose of administering your SMSF, you authorise, on an ongoing basis until you provide written notice stating otherwise, that all relevant information pertaining to your SMSF fund investments, insurances, bank accounts, or any other personal and financial information from third party providers (SMSF Information), be released to us and/or our nominated service provider from time to time in such form and at such times (including via datafeed) as is requested by us, our related bodies corporate, successors or assigns or by the third party provider. Your authorisation includes SuperConcepts executing any relevant documentation on your behalf to obtain the SMSF Information, where we deem necessary.

In doing so, you acknowledge that the nominated service provider:

- is released from any liability for actions taken by SuperConcepts;
- can terminate any data provision at their notice; and
- may receive commission for the provision of data.

### 3.4 Communication and your instructions

You agree to receive all communications from us via the Dashboard or via email. You will be able to provide instructions online via the Dashboard or via email. We will not act on instructions if they are unclear, incomplete or otherwise not in accordance with the terms of this agreement or superannuation law. We will advise you if we will not act on any such instruction. We may provide documents to you electronically through a third party.

## 4 | Fees and charges

We will deduct our fees from your nominated bank account via direct debit and you agree to execute all documentation required to authorise and enable us to do so. All current fees can be found in the [Fee Schedule](#). Our fees can change from time to time, generally with 30 days' prior notice.

Fees will generally be deducted on a monthly basis from the linked cash account of your SMSF. You will need to ensure your cash account holds sufficient funds to cover any fees. If your linked cash account has insufficient funds and your fees are unpaid for one or more months, we reserve the right to recover the fees from you in your personal capacity. We reserve the right to re-charge you for any dishonour fees that we incur if insufficient funds are available causing our attempt to debit your account to fail.

Where government charges and taxes apply, these are passed onto you as part of the total fees and charges made. The fees payable under this agreement are in Australian dollars and are inclusive of GST. If the GST payable on those fees increases (for example, as a result of an increase in the GST rate) our fees will correspondingly increase, without further notice, to take account of the increased GST payable.

## 5 | Amendments and termination

We can amend these Terms and Conditions immediately by notifying you of any changes. However, if we consider any amendment to be material, we will give you 30 days' prior written notice.

Either party may terminate this agreement by giving the other party 30 days' written notice. Fees may apply. Please refer to our [Fee Schedule](#).

Where we have given you 30 days' prior written notice of a change to this agreement, you may elect to terminate this agreement by giving us 14 days' written notice.

Following establishment of your SMSF, if you have not made a rollover or contribution into your SMSF by the time your SMSF's first tax return is due, we reserve our right to terminate this agreement. If we do so, we will wind up your SMSF and require any fees owing to us to be paid in your personal capacity.

Following termination,

- We will not conduct any further work on your SMSF unless we are directed by you.
- We will provide you with a summary of the fees you will incur before any further work takes place.
- We will prepare and promptly deliver stored data, files and related material regarding your SMSF's administration to you.

We can transfer our rights and obligations under this agreement to any related body corporate of SuperConcepts Pty Ltd by notice to you.

## 6 | Indemnities, liabilities and Force Majeure

Our total liability for the services we provide to you is limited to the fees we charged you within the last 12 months.

We maintain Professional Indemnity insurance in accordance with our obligations under the Corporations Act 2001 (Cth).

If we fail to meet our obligations due to events beyond our control including fire, flood, earthquake, elements of nature or acts of God, acts of war, terrorism, riots, civil disorders, strikes, power cuts, lockouts or labour difficulties we will be excused. We will notify you in writing outlining the estimated time impact as soon as the failure or delay is anticipated and make reasonable efforts to recommence our obligations without any delay.

SuperConcepts is not liable to you or your SMSF for any losses (direct or indirect) relating to your SMSF except to the extent that the liability directly results from the fraud, default, dishonesty or negligence of us.

## 7 | Privacy

We take protection of your Personal Information, as defined in the Privacy Act 1988 (Cth), seriously. We will collect, use and disclose personal information in accordance with our [Privacy Policy](#).

## 8 | Feedback and complaints

We are committed to providing a quality service to our clients. However, in the event you make a complaint we will acknowledge its receipt, assign it to an appropriate person for investigation and resolution and respond to you as quickly as we can. We will keep you informed of our progress towards resolution.

You may also wish to take your complaint to the Financial Ombudsman Service (FOS). You can contact the Financial Ombudsman Service at:

|                |   |
|----------------|---|
| Telephone      | 1300 780 808  |
| Facsimile      | (03) 9613 6399  |
| Website        | fos.org.au  |
| Postal Address | Financial Ombudsman Service Limited<br>GPO Box 3,<br>Melbourne, Victoria 3001 |

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# Financial Services Guide – Part 2

## Solutions Criteria

The FSG for the SuperConcepts SMSF Administration Solution is made up of four parts:

- 1. Terms and Conditions**
- 2. Solutions Criteria**
- 3. Fee Schedule**
- 4. Description of Services.**

Please read this document, Part 2: Solutions Criteria, in conjunction with the rest of the FSG for important information about SuperConcepts and the SMSF administration solutions we provide.

### **About SuperConcepts**

SuperConcepts is a leading provider of SMSF administration, reporting and compliance services. Bringing together over 30 years of experience, SuperConcepts delivers a suite of SMSF administration solutions to suit the needs of trustees, accountants, financial advisers and stockbrokers.

Our solutions cater to the needs of both newly established funds and existing funds that you may wish to transfer.

To suit the different needs of trustees we offer a range of SMSF administration solutions:

- 1. SuperConcepts iSaver**
- 2. SuperConcepts Essentials**
- 3. SuperConcepts Ultimate**
- 4. SuperConcepts Annual**

## SuperConcepts SMSF Administration Solutions

### SuperConcepts iSaver Solution

Our iSaver solution is designed to cater to clients seeking a value for money administration solution. iSaver is specifically designed for SMSFs that invest in standard assets; cash, term deposits, listed Australian equities, managed funds either directly or via a wrap platform. The competitive pricing provides:

- fund administration and compliance activities, including preparation and lodgement of annual financial statements, income tax and regulatory returns,
- access to linked services and products, and
- up to date reporting via our dashboard.

For the iSaver Solution, our services include:

- electronic communications via our dashboard and/or email
- daily processing of transactions
- daily valuation of assets (excluding property which is valued annually)
- electronic storage of your SMSF documents and reports
- electronic document mail house.

Any other services will incur an additional fee. Please refer to the [Fee Schedule](#).

To enable us to provide an efficient, cost effective administration solution we require:

- trustees to utilise the following linked services providers:
  - Macquarie Cash Management Account
  - Desktop Broker (sole broker)
  - Australian Money Market (for term deposits)
- investment in property is restricted to one Australian residential property. The property must be managed by a property manager and any borrowing arrangement must be via a financial institution governed by APRA. Administration of this property will incur an additional charge (please refer to Part 3 of the FSG).
- all other investments of the fund would be restricted to “data-fed” assets\*

Where a fund investment structure is outside of the above restriction the fund will move from iSaver to Essentials automatically.

\* Data-fed investments include assets where we receive electronic transaction information. They include bank accounts, listed securities, stock brokers, term deposits, wrap platform providers and managed funds. A list of data-fed assets can be found at <http://superconcepts.com.au/docs/default-source/hosted-documents/data-feeds.pdf>

## SuperConcepts SMSF Administration Solutions

### SuperConcepts Essentials Solution

Our Essentials solution is designed for clients with a broader investment range. The fund may be in accumulation phase and/or pension phase. The base price provides:

- fund compliance activities (preparation and lodgement of annual financial statements, income tax and regulatory returns)
- assistance with the transfer of monies from your existing superannuation fund to your SMSF
- administration of 2 pension accounts
- administration of up to 5 non data-fed assets\*, including a maximum of one investment in residential or commercial property
- access to linked services
- up to date reporting via our dashboard.

If you require additional support outside of these parameters, additional fees may apply. Please refer to the [Fee Schedule](#).

With Essentials, you can use any cash or broker account.

\*Data-fed investments include assets where we receive electronic transaction information. They include bank accounts, listed securities, stock brokers, term deposits, wrap platform providers and managed funds. A list of data-fed assets can be found at <http://superconcepts.com.au/docs/default-source/hosted-documents/data-feeds.pdf>.

For the Essentials Solution our service include:

- choice of communication method – telephone and electronic communications via our dashboard and/or email
- support from a dedicated client manager
- prompt response to queries
- daily processing of transactions
- electronic storage of your SMSF documents and reports
- daily valuation of data fed assets
- mail house for documentation (electronic where possible).

## SuperConcepts SMSF Administration Solutions

### SuperConcepts Ultimate Solution

Our Ultimate solution is a fully featured administration service with our full concierge solution. The administration fee includes a suite of services:

- fund compliance activities (preparation and lodgement of annual financial statements, income tax and regulatory returns)
- audit (if you select our choice of provider)
- facilitation of rollovers inwards
- administration of unlimited non data-fed assets\*
- administration of unlimited properties, including those subject to borrowing arrangements
- maintenance of corporate trustee companies (excludes annual charges levied by ASIC)
- provision of activity statements (IAS & BAS)
- change to trustee structure
- set up of unlimited pension accounts
- administration of unlimited pension accounts
- access to linked services
- up to date reporting via our dashboard.

\*Data-fed investments include assets where we receive electronic transaction information. They include bank accounts, listed securities, stock brokers, term deposits, wrap platform providers and managed funds. A list of data-fed assets can be found at <http://superconcepts.com.au/docs/default-source/hosted-documents/data-feeds.pdf>.

For the Ultimate Solution our service includes:

- choice of communication method – telephone, mail and electronic communications via our dashboard and/or email
- support from a dedicated client manager
- access to technical material and experts
- processing of specific payments – e.g. ATO and ASIC (conditional upon trustee authorisation)
- prompt responses to queries
- daily processing of transactions
- electronic storage of your SMSF documents and reports
- mail house for documentation (electronic where possible)
- daily valuation of data fed assets.



## SuperConcepts SMSF Administration Solutions

### SuperConcepts Annual Solution

Our Annual Solution is designed for clients who are seeking year end compliance solutions. Typically all transactional and member data is compiled by the clients post the end of the financial year. The base price provides:

- fund compliance activities (preparation and lodgement of annual financial statements, income tax and regulatory returns)
- facilitation of rollovers inwards
- administration of up to 2 pension accounts
- administration of up to 5 non data-fed assets\*
  - A maximum of one investment in property can be counted toward the 5 included non data-fed assets
- access to linked services.

If you require additional support outside of these parameters, additional fees may apply. Please refer to the [Fee Schedule](#).

\*Data-fed investments include assets where we receive electronic transaction information. They include bank accounts, listed securities, stock brokers, term deposits, wrap platform providers and managed funds. A list of data-fed assets can be found at <http://superconcepts.com.au/docs/default-source/hosted-documents/data-feeds.pdf>.

For the Annual Solution our service standards include:

- electronic communications via our dashboard and/or email
- support from a dedicated client manager
- prompt response to queries
- annual processing of transactions
- mail house for documentation (electronic where possible)
- access to technical material and our SMSF experts.

### Referral payments

SuperConcepts makes available through our dashboard access to range of product and service providers integrated with your offering. We have commercial relationships in place with a number of these product and service providers. The purpose of these relationships is to allow us to provide an improved service to you.

Arrangements may be in place for us to receive referral payments from product or service providers. The product or service provider pay these referral amounts to SuperConcepts – we do not deduct them from your SMSF. To the extent that we arrange for your SMSF to enter into transactions, we go so as your agent.

SuperConcepts has referral arrangements with the following businesses

| <b>Asset type or other offer criteria type</b> | <b>Provider</b>  | <b>Commentary / Additional Guidelines</b>   | <b>Referral Fee (inclusive of GST)</b> |
|--|--|---|--|
| <b>Linked cash account</b>                     | Macquarie CMA  | <p>When you become an SMSF Saver customer, we will establish a new cash management account (CMA) for your SMSF with Macquarie, (even if you are a transferring customer and already have a Macquarie CMA).</p> <ul style="list-style-type: none"> <li>Your Macquarie CMA must be used as the linked cash account for your SMSF.</li> <li>A minimum balance \$5,000 should be maintained in your Macquarie CMA.</li> </ul> <p>Please see the <a href="#">Macquarie CMA Product Information Statement</a> for more information.</p> | 0.275% pa of account balance           |
| <b>Other cash accounts</b>                     | <p>AMP Bank SuperEdge Cash Account</p> <p>BOQ Money Market Deposit Account via DDH Graham</p> <p>Westpac Select CMA via DDH Graham</p> | <p>You may choose to establish and hold additional cash accounts (i.e. beyond your Macquarie CMA).</p> <p>For more information in relation to the AMP Bank Super-Edge deposit products please refer to the <a href="#">AMP Bank Super Edge deposit products Terms and Conditions</a>.</p>   | 0.275% pa of account balance           |
| <b>Term Deposits</b>                           | Via Australian Money Market account  | <p>When you become a customer, you may establish a new term deposit trading account for your SMSF with Australian Money Market (AMM).</p> <p>AMM gives you access to a range of term deposits across many of the major institutions. You can compare rates and term lengths all in one place. AMM will alert you when your term deposit is nearing maturity so you can decide what you would like to do next. Please see the <a href="#">AMM Terms and Conditions</a> for more information.</p>                                   | Up to 0.1% of deposit balance          |

SuperConcepts has referral arrangements with the following businesses

| <b>Asset type or other offer criteria type</b> | <b>Provider</b>    | <b>Commentary / Additional Guidelines</b>   | <b>Referral Fee (inclusive of GST)</b>                                |
|--|--------------------|---|---|
| <b>Australian equities trading</b>             | Via Desktop broker | <p>You can establish a new share trading account for your SMSF with Desktop Broker.</p> <p>Any CHESS sponsored Australian Shares held by your SMSF can be held or traded through your SMSF's Desktop Broker account.</p> <p>Brokerage rate charged by Desktop Broker - up to \$25 per trade or 0.15% of the value of the trade, whichever is greater.</p> <p>By using Desktop Broker, you can trade online and access other services such as free broker research, charting, ASX data and company reports. Please see the <a href="#">Desktop Broker Terms and Conditions</a> for more information.</p> | Up to the greater of \$7 per trade or 0.05% of the value of the trade |



# Financial Services Guide – Part 3

## Fee Schedule

The FSG for the SuperConcepts SMSF Administration Solution is made up of four parts:

- 1. Terms and Conditions**
- 2. Solutions Criteria**
- 3. Fee Schedule**
- 4. Description of Services.**

Please read this document, Part 3: Fee Schedule, in conjunction with the rest of the FSG for important information about the SuperConcepts SMSF Administration Solutions we provide.

The Fee Schedule outlines the cost for the services we supply to you. All fees in this schedule are in Australian dollars and are inclusive of GST.

Fees will generally be deducted on a monthly basis from the linked cash account of your SMSF. You will need to ensure your cash account holds sufficient funds to cover any fees. If your linked cash account has insufficient funds and your fees are unpaid for one or more months, we reserve the right to recover the fees from you in your personal capacity. We reserve the right to re-charge you for any dishonour fees that we incur if insufficient funds are available causing our attempt to debit your account to fail.

If we decide to change any of the fees set out in this Fee Schedule, or introduce new fees, we will provide you with at least 30 days' prior notice of the change. The Fee Schedule doesn't include any product fees that may be charged by a third party product issuer, government charges, government levies, investment costs or insurance costs.

Further detail on the services provided can be found in [Description of Services](#).

## Fee Schedule

| Service / Offer   | iSaver                | Essentials   | Ultimate | Annual   |
|---|-----------------------|--|----------|--|
| <b>Basic Administration Services</b>  |                       |  |          |  |
| Base administration fee – per annum   | 995                   | 2095   | 4495     | 2095<br>(a 7.5% discount is available if paid monthly) |
| Fund Set-up - New   | 650                   | 650  | 650      | 650  |
| Fund Set-up - Transfer  | Included              | Included   | Included | Included   |
| Trust deed provision - default provider   | Included              | Included   | Included | Included   |
| Trust deed refresh  | 495                   | 495  | Included | 495  |
| Audit – preparation, responding to queries and audit through our auditor – per annum                                | 495                   | 495  | Included | 495  |
| Audit Facilitation – using your auditor. Preparation (via our Dashboard) and responding to queries only – per annum | NA                    | 125  | Included | 125  |
| <b>Ancillary Services</b>   |                       |  |          |  |
| Non data-fed asset administration   | N/A                   | First 5 assets included, 50 for subsequent assets      | Included | First 5 assets included, 50 for subsequent assets      |
| Property administration   | One property only 300 | First property included, 300 for subsequent properties | Included | First property included, 300 for subsequent properties |
| LRBA administration   | One LRBA only 110     | First LRBA included, 110 for subsequent LRBAs          | Included | First LRBA included, 110 for subsequent LRBAs          |
| Pension administration  | 110                   | First 2 pensions included, 110 for subsequent pensions | Included | First 2 pensions included, 110 for subsequent pensions |
| Pension set-up  | 165                   | 165  | Included | 165  |
| Pension auto reset  | 165                   | 165  | Included | 165  |
| Pension commutation - account based   | 165                   | 165  | Included | 165  |
| Pension commutation - defined benefit (any technical consulting and actuarial support will incur additional fees)   | NA                    | 165  | Included | 165  |
| Actuarial Certificate - SuperConcepts provider - account based  | 225                   | 225  | Included | 225  |
| Lump sum benefit payment – age less than 60   | 185                   | 185  | Included | 185  |
| Lump sum benefit payment – age 60 & over  | 110                   | 110  | Included | 110  |
| Death benefit processing (per death benefit payment)  | 220                   | 220  | Included | 220  |
| Facilitate transfer of monies into your SMSF  | 110                   | Included   | Included | Included   |
| SMSF Trusteeship restructure / amendment  | 110                   | 110  | Included | 110  |
| Off market (in-specie) transfer documentation, per transfer   | 110                   | 110  | Included | 110  |
| BAS provision (if registered for GST), per annum  | 200                   | 200  | Included | 200  |
| PAYG payment summary provision, per annum   | 200                   | 200  | Included | 200  |
| Company secretarial and corporate trustee maintenance   | 110                   | 110  | Included | 110  |
| Standard technical consulting   | 385<br>per hour       | Included   | Included | 385<br>per hour  |

## Fee Schedule Ctd.

| Service / Offer   | iSaver   | Essentials   | Ultimate   | Annual   |
|---|--|--|--|--|
| <b>Extra Services</b>   |  |  |  |  |
| Corporate trustee establishment / set-up  | 990  | 990  | 990  | 990  |
| SAF to SMSF conversion  | 650  | 650  | 650  | 650  |
| Switching fee (between offers) if the fund switches more than once inside a calendar year   | 440  | 440  | 440  | 440  |
| Prior year returns – excludes ancillaries. Ancillaries to be charged on same basis as Essentials offer                                    | 1650 plus any ancillaries & extras   |
| Catch up processing - per month   | 83   | 175  | 175  | NA   |
| Actuarial Certificate - SuperConcepts provider - defined benefit  | 580  | 580  | 580  | 580  |
| Actuarial Certificate - provision of data to trustees provider  | NA   | Included   | Included   | Included   |
| Remedial compliance services for existing funds - per hour  | 385  | 385  | 385  | 385  |
| Compliance consulting (e.g. assisting with matters of non-compliance with the ATO) - per hour   | 385  | 385  | 385  | 385  |
| LRBA set-up   | 880  | 880  | 880  | 880  |
| LRBA corporate trustee establishment for bare trust   | 990  | 990  | 990  | 990  |
| Property title search   | 99   | 99   | 99   | 99   |
| Corporate ASIC search   | 55   | 55   | 55   | 55   |
| Asset ownership transfer for change of trusteeship of existing fund (per asset (excludes real estate))                                    | 35   | 35   | 35   | 35   |
| Relationship breakdown benefit splitting  | 385  | 385  | 385  | 385  |
| Recognised overseas pension scheme set up – amendment to trust deed & lodgement of initial application to Her Majesty’s Revenue & Customs | 495  | 495  | 495  | 495  |
| Transfer of UK pension – contact UK pension scheme to facilitate the transfer of monies to SMSF   | 495 on the 1st transfer and 440 for subsequent transfers if requested at the same time | 495 on the 1st transfer and 440 for subsequent transfers if requested at the same time | 495 on the 1st transfer and 440 for subsequent transfers if requested at the same time | 495 on the 1st transfer and 440 for subsequent transfers if requested at the same time |
| ROPS on going quarterly reporting   | 125  | 125  | 125  | NA   |
| Segregation administration (in addition to the base administration fee), per member segregation   | NA   | 750  | 750  | 750  |
| Segregation set-up, per asset with a maximum charge of \$550  | NA   | 110 per asset with a maximum charge of 550   | 110 per asset with a maximum charge of 550   | 110 per asset with a maximum charge of 550   |
| Segregation amendment, per asset  | NA   | 50   | 50   | 50   |
| Termination of service, or transfer to another administrator  | 166 plus balance of initial 12 month contract  | 349 plus balance of initial 12 month contract  | 749 plus balance of initial 12 month contract  | 349 plus balance of initial 12 month contract  |
| Windup  | 995 plus any ancillaries   | 2095 plus any ancillaries  | 4495 plus any ancillaries  | 2095 plus any ancillaries  |

### Key

NA – Not available for this offer.

Included – Service is included in base administration fee

# Financial Services Guide – Part 4

## Description of Services

The FSG for SuperConcepts Administration Services is made up of four parts:

- 1. Terms and conditions**
- 2. Solutions Criteria**
- 3. Fee Schedule**
- 4. Description of Services**

Please read this document, Part 4: Description of Services, in conjunction with the rest of the FSG for important information about SuperConcepts and the SuperConcepts Services we provide.

| Activity                             | What we will do  | What we ask you to do  |
|--------------------------------------|--|--|
| <b>Getting Started</b>               |  |  |
| <b>Establishing a new SMSF</b>       | <p>Make it easy for you to set up your SMSF by giving you a Welcome Kit containing the forms and documents you need to get started, including a trust deed for your SMSF.</p> <p>Apply for your fund's Australian Business Number (ABN) and Tax File Number (TFN).</p> <p>Register your fund for the GST (if required).</p> <p>Obtain from trustees, or directors of the corporate trustee of the fund, a declaration that they understand their duties as an SMSF trustee. Obtain written consents from members to act as trustees or directors of the corporate trustee of the fund and declarations that they are not "disqualified persons".</p> <p>Provide minutes for the first meeting of trustees.</p> <p>Set up a company to act as a corporate trustee (if required).</p> <p>Provide applications for membership of the fund.</p> <p>Provide assistance with full rollovers from your other superannuation accounts.</p> <p>Arrange for the establishment of banking and investment products for your SMSF that are stipulated in the Offer Criteria, including the linked cash account for your SMSF.</p> | <p>Fill in all forms and signatures required in the Welcome Kit and return to us.</p> <p>Verify your identity and the source of any SMSFs in accordance with Anti-Money Laundering and Counter-Terrorism Financing legislation.</p>  |
| <b>Or</b>                            |  |  |
| <b>Transferring an existing SMSF</b> | <p>Transfer your existing SMSF onto our service, including replacing the trust deed for your SMSF, appointing an auditor and completing the previous year's tax return (if required).</p> <p>Arrange for the establishment of banking and investment products for your SMSF that are stipulated in the Solutions Criteria.</p>   | <p>Provide the documents and information we request to enable us to provide administration services for your SMSF.</p> <p>If your current SMSF trust deed was prepared with your specific circumstances in mind, you may need to seek professional advice before deciding to change trust deeds.</p> |

| Activity                                    | What we will do   | What we ask you to do  |
|---|---|--|
| <b>Running your SMSF</b>                    |   |  |
| <b>Online reporting</b>                     | <p>Provide access to our online Dashboard which gives you more visibility and control over your SMSF, including:</p> <ul style="list-style-type: none"> <li>• consolidated view of your SMSF's investment portfolio, contributions and pensions history.</li> <li>• daily reporting where unreconciled transactions will be flagged for your attention via tasks / actions.</li> <li>• electronic storage of all your SMSF documents and reports, including copies of your SMSF's annual financial statements, annual income tax returns and regulatory returns</li> </ul>  | <p>Respond to tasks / actions providing the relevant information to help us keep the reconciliation of your SMSF up to date (e.g. electronically sign minutes).</p> <p><b>Note:</b> the more quickly you respond to tasks the more up-to-date we will be able to keep your SMSF.</p>   |
| <b>Fund administration &amp; compliance</b> | <p>Support you to ensure your SMSF complies with administration requirements including:</p> <ul style="list-style-type: none"> <li>• accounting administration.</li> <li>• annual financial statements – operating statement (profit &amp; loss), statement of financial position (balance sheet), notes to accounts.</li> <li>• annual member statements.</li> <li>• annual Tax and Regulatory returns.</li> <li>• minutes of meetings or resolutions of trustees.</li> <li>• Instalment Activity Statement lodgements in accordance with your SMSF's PAYG obligations (additional fee if required).</li> <li>• Business Activity Statement lodgements (additional fee if required).</li> <li>• monitor and notify you of compliance issues including movements of assets outside investment strategy, the need for revaluation of non-standard assets, the need for actuarial certificates, upcoming trustee obligations and contribution cap alerts.</li> </ul> <p><b>Note:</b> Timing of provision of the annual lodgement documentation is at our discretion but will be aligned with lodgement deadlines.</p> | <p>To ensure your SMSF is compliant, you will need to:</p> <ul style="list-style-type: none"> <li>• provide all the relevant information that we need (when requested by us).</li> <li>• review, sign and return the annual statements.</li> <li>• ensure each SMSF member has sufficient life insurance (as relevant).</li> <li>• monitor your SMSF's investment strategy and asset movements that fall outside it.</li> </ul> <p><b>Note:</b> Overall compliance for your SMSF remains your sole responsibility.</p> |

| Activity  | What we will do  | What we ask you to do   |
|---|--|---|
| <b>Running your SMSF</b>  |  |   |
| <b>Annual Fund Audit</b>  | Arrange for the appointment of a specialist independent auditor for your SMSF as required by the ATO, including preparation of the annual audit of your SMSF's tax return.   |   |
| <b>Property Administration</b>                                      | Support you to ensure your SMSF is compliant by compiling all of the compliance administration required by the ATO that specifically relates to any properties held by your SMSF.  | <p>Provide all necessary documentation requested in a timely manner.</p> <p>Payment of all property related expenses via your SMSF's linked cash account.</p> <p>Arrange annual property valuation.</p> |
| <b>Limited Recourse Borrowing Arrangement (LRBA) Administration</b> | Support you to ensure your SMSF is compliant by compiling all of the compliance administration required by the ATO that specifically relates to any LRBAs you have in place for your SMSF.   | Provide all the relevant information (when requested by us) that we need to complete these activities.  |
| <b>Pension Administration</b>                                       | <p>If requested by you, administer your pensions, including:</p> <ul style="list-style-type: none"> <li>• calculating taxable and tax free percentages.</li> <li>• producing all of the notifications and minutes required.</li> <li>• advising the level of initial pension that is available.</li> <li>• helping you monitor your minimum and (if applicable) maximum pension thresholds.</li> <li>• facilitating lump sum payments (additional fee if required).</li> </ul> |   |
| <b>Actuarial Certification</b>                                      | If your SMSF requires it, we will arrange for the appointment of a specialist independent actuarial firm to produce an Actuarial Certificate for your SMSF (additional fee if required).   |   |

| <b>Activity</b>                           | <b>What we will do</b>   | <b>What we ask you to do</b>   |
|---|--|--|
| <b>Extras</b>                             |  |  |
| <b>Company Maintenance Service</b>        | If you opt for a corporate trustee structure, we can support the maintenance of the company including attending to the ASIC annual review and other regulatory requirements associated with a special purpose superannuation trustee company.  | Ensure that any fees levied by ASIC for your SMSF are paid on time.            |
| <b>LRBA Set-up</b>                        | Support you to set up a LRBA – which is a special kind of loan which enables you to borrow to invest in property or other assets within your SMSF.   | Arrange your loan via a commercial lender, once the LRBA has been established. |
| <b>Pension Set-up</b>                     | If requested, assist with establishing pensions (including transition to retirement pensions).   | Seek financial advice relating to pension strategies.                          |
| <b>Trust deed amendment or upgrade</b>    | Your trust deed is the “rule book” for your SMSF. It is important that it is kept up-to-date to remain compliant and in line with the latest legislation. We can arrange for your SMSF’s trust deed to be updated – this service will be provided to your SMSF by an external law firm selected by us.   | Sign and return to us the updated trust deed.                                  |
| <b>Change in trustee / member details</b> | For SMSFs with an individual trustee structure, we can: <ul style="list-style-type: none"> <li>• prepare the statutory paperwork including trustee minutes and ATO trustee declarations where you make changes to the members of your SMSF.</li> <li>• assist with the preparation and lodgement of the ATO Change of Details Form.</li> </ul> | Sign and return to us any documentation required to provide this service.      |

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| Activity | What we will do | What we ask you to do |
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**Winding up your SMSF**

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**Wind-up or Transfer**

If you decide to wind-up your SMSF, we will:

- reconcile and prepare your fund's final year accounts and member balances.
- prepare all the necessary documentation and attend to all the required statutory reporting.
- arrange the final year audit of your SMSF.
- inform you of the necessary transactions and payments you need to make from your SMSF.

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**Sharing our expertise**

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**Education**

We have a team of highly regarded SMSF experts who have many years of experience working with SMSF trustees.

Our technical experts play an important role in helping SMSF trustees stay abreast of legislative developments and with some of the more technical aspects of running an SMSF.

Our technical team run a number of education and technical support programs including:

- a technical help desk to support you in your role as a SMSF trustee
- trustee information seminars and webinars
- legislative updates and newsletters.