

superhero

Superhero Super Additional Information Guide

Issued by Diversa Trustees Limited as the
Trustee of OneSuper

Date of Issue: 14 July 2023

RSE Registration No R1001341 ABN 43 905 581 638

The information in this Guide, together with the Insurance Guide, and Investment Guide, forms part of the Superhero Super Product Disclosure Statement (together the PDS Guides) dated 24 February 2023. You should read the latest version of this Guide, a copy of which is available on www.superhero.com.au/support/. A paper copy of the Product Disclosure Statement (PDS) and PDS Guides can be obtained, free of charge, by contacting us on Live Chat via our website www.superhero.com.au or at hello@superhero.com.au.



Superhero Super is a sub-plan of OneSuper ABN 43 905 581 638 RSE R1001341 (the Fund). Superhero Super is issued by Diversa Trustees Limited ABN 49 006 421 638, AFSL No 235153 RSE Licence No L0000635 (referred to as “we”, “our”, “us” or “the Trustee”), the Trustee of the Fund. The Investment Administrator and Promoter of the Fund is Superhero Markets Pty Ltd (ABN 36 633 254 261), which is a Corporate Authorised Representative (Authorised Representative No. 1276309) of Superhero Securities Limited (ABN 96 160 456 315) (AFSL No. 430150).

The Superhero Super PDS and PDS Guides can only be used by persons receiving it (electronically or otherwise) in Australia and applications from outside Australia will not be accepted. We may reject or accept an application without giving reasons.

About this Guide

As a member of Superhero Super, you are taking control of your life savings. This is a significant decision and the responsibility for your long-term financial welfare now rests with you. We think it is important that you are in possession of some critical facts about how Superhero Super works, what our obligations are and how we facilitate your investment decisions.

We are required to present this information in a clear, concise and effective manner. Whilst we try our best, there are certain terminologies that are legally significant and at times can make for difficult reading. This requirement to express things in a certain way is at times not within our control. Where possible we have made the language and concepts as simple as we can but if you find you are still unclear please either:

-  chat with us through our website at www.superhero.com.au, or
-  email us at hello@superhero.com.au.

The information contained in this document is general information only and should not be taken as advice or a recommendation to invest in the Fund. It does not take into account your personal objectives, financial situation or particular needs.

You will often read in documents related to super and investing that you should obtain independent financial advice. We all appreciate the value of good advice and that includes self-directed investors. Just because you want to direct your investments doesn't mean you have to do this alone. We built Superhero Super to give you control but you are not expected to know everything yourself.

You should consider whether Superhero Super is right for you and consider seeking independent financial advice from a licensed financial adviser.

Here's some of that jargon we mentioned earlier:

This Guide provides additional information to help you understand the features of Superhero Super before you make a decision to invest in it. It also provides other important information including nominating your beneficiaries and what happens to your super if your Account becomes inactive.

The information in this Guide is current as at the date of this document. Information, which is not materially adverse to you, may be updated from time to time without notice to you. This information will be published on our website www.superhero.com.au. If this document is updated, a copy of the updated information can be obtained free of charge on our website, or by contacting us on Live Chat via our website or via email at hello@superhero.com.au.

All parties named in the PDS and this Guide have consented to being named in the form and context in which they have been named and have not withdrawn their consent. Any statements in the PDS or this Guide that are attributable to or based on statements made by another person have been included with the consent of that person, whose consent has not been withdrawn.

Should you require any information about the services or issues covered in the PDS or this Guide, or require any clarification, you should contact Superhero Super on Live Chat via our website www.superhero.com.au or at hello@superhero.com.au.

Contents

About this Guide	2
<hr/>	
SECTION 1	
What makes Superhero Super different?	4
<hr/>	
SECTION 2	
Adding to your super	5
<hr/>	
SECTION 3	
Fees and Costs	10
<hr/>	
SECTION 4	
How super is taxed	21
<hr/>	
SECTION 5	
Accessing your benefit	25
<hr/>	
SECTION 6	
Other Important Information	29
<hr/>	
SECTION 7	
Privacy	33
<hr/>	
SECTION 8	
Key Definitions	35
<hr/>	

SECTION 1

What makes Superhero Super different?

We think your life savings deserves special attention. The trouble has been they have been held out of your reach for too long. Retirement may be a little or a long way away, but we thought today should be the day to begin building the future you want.

So we built Superhero Super for you.

We wanted to give you a superpower, to invest your super the way you want - down to individual shares, diversified portfolios, themed and sector investments. Super that reflects what you believe without the headaches of a SMSF or being herded into a 'status quo' super fund.

So, how are we different?

There are a few things we offer that you will not be able to find elsewhere. Firstly, we have developed a simple user experience inside some extremely sophisticated technology. Our technology interfaces in real-time with Australian investment markets.

While that sounds complex, we have designed Superhero Super to be easily understood so you know exactly what is happening with your super at all times.

We have put together a range of investment options that allow you to diversify your portfolio in line with your explicit preferences. You have the choice, right down to individual shares, of giving your super direct access to some of the world's best companies.

If you believe in certain themes in the market like sustainability, technology or the importance of global healthcare you can allocate exposure to these opportunities in a

well-diversified, professionally managed range of investments.

We have also provided a way for your super to get broad exposure to the general direction of the global market, while ensuring a level of diversification to limit some of the volatility.

When you start exploring the potential your super has, you can consider how much risk you are willing to accept, what kind of enterprises you would like to invest in, what the duration of your investment horizon is likely to be and when you might consider changing from a wealth creation to a wealth preservation strategy.

Super and insurance can work together to create long term financial wellbeing. We think it's important that as your insurance needs change your cover is agile enough to change with you. We've applied the same values to insurance as we have to your super, easy to manage and transparent.

Finally, let's talk about fees. You will know who you are paying, what it covers, and why. If you want to make changes you can. Simple.

So, yes, we are different, but this is not really about us.

This is about you now.

Your Money. Your Move.

SECTION 2

Adding to your super

This section contains a summary of how you can add money to your super to help you build the future you want. Monies added to your super are referred to as contributions. As super monies enjoy tax concessions, there are rules around who can make contributions, the type of contributions which can be made, and the amount.

Superhero Super is not a MySuper registered product, so we can't be named as an employer default fund or accept members nominated by an employer. Superhero Super does not have any default investment options, so you need to make an investment choice (for more information about investment choice, see the Investment Guide for details) as a condition of being accepted as a member of Superhero Super.

Contributing to your Superhero Super

If you are accepted as a member of Superhero Super, contributions can be made by you or your employer, either regularly or by

occasional lump sums. Your spouse can also help you grow your super by making a spouse contribution into your account.

You can also transfer existing super monies you have with other super or rollover funds, or held by the ATO, into your Superhero Super account.

If you want to make a contribution to your spouse's Superhero Super account, they will need to open their own Superhero Super account first.

Contribution rules

The types of contributions you can make to your Superhero Super account depends on your age, and sometimes your circumstance, that is, if you're working or not. These rules are all set out in the laws which govern super, referred to as super laws.

Here's a summary of the contributions we can generally accept.

Employer contributions			Voluntary contributions		
Age Group	Super Guarantee (SG) & Award	Salary Sacrifice	Member Contributions (Personal)	Spouse ¹	Downsizer ¹
Under age 67	Yes	Yes	Yes	Yes	Yes if 55 or over
Age 67 - 74	Yes	Yes	Yes ²	Yes ²	Yes
Age 75 and over ³	Yes	No	No	No	Yes

¹ Other eligibility criteria apply – refer to the Australian Taxation Office (ATO) website www.ato.gov.au for more information.

² If you wish to claim a personal super contribution deduction, you must meet the work test exemption criteria, which means you must have:

- worked at least 40 hours in not more than 30 consecutive days in the financial year or meet the work test exemption,
- satisfied the work test in the financial year preceding the year in which you made the contribution,
- a total super balance of less than \$300,000 at the end of the previous financial year, and
- not previously used the work test exemption.

³ You can make a voluntary member contribution if it is received by the Fund within 28 days of the date on which you turn 75.

Contribution types

SG & Awards

Employers are generally required by law to contribute a percentage of your ordinary times earnings to your super, referred to as the super guarantee (SG), up to a maximum contribution base amount. In some cases, the amount of contributions required to be made by your employer is specified in an award, or other industrial agreement (award contributions).

SG contributions are required to be paid to an eligible employee. An eligible employee is someone who is aged 18 and over. If you are under the age of 18, you also need to be working over 30 hours per week to be entitled to SG contributions. There are no upper age restrictions to SG and award contributions. The SG rate may change from time to time. Please refer to the ATO website ato.com.au/super for the latest information on the SG rate, 'ordinary time earnings' and the 'maximum contribution base' amount.

SG and Award contributions count towards your concessional contribution cap.

Employer voluntary

This is any employer contribution over and above the SG contributions that your employer agrees to pay you.

Employer voluntary contributions count towards your concessional contribution cap.

Salary Sacrifice

You may be able to arrange for your employer

to make contributions from your before-tax salary, known as salary sacrifice. Whilst there is no limit to the amount you can salary sacrifice into your super, you should consider the impact to your take home pay. Salary sacrifice contributions count towards your concessional contribution cap.

Member contributions

Member contributions, often referred to as personal contributions, are contributions that you personally make. These can include money from:

- ✓ your after-tax income – contributions made from your pay after income tax has been deducted;
- ✓ payments received from a personal injury claim – also known as a structure settlement (you need to tell us when a contribution is the result of a personal injury claim by sending us a completed Contributions for personal injury election form available at www.ato.gov.au);
- ✓ an amount from the sale of eligible small business assets – known as Capital Gains Tax (CGT) small business concession (there is a lifetime limit, and the rules are complex - you should seek advice from your tax adviser to determine if you're eligible to make this contribution and send us a completed Capital Gains Tax Election form available at www.ato.gov.au);
- ✓ your spouse making after tax contributions on your behalf – this must be made from an account in your spouse's name or a joint account where your spouse is the account holder; and

- ✓ downsizer – this is monies from the sale of your principal home in Australia (you need to tell us when a contribution is a downsizer contribution by sending us a completed Making a Downsizer Contribution into Super form available at www.ato.gov.au).

Personal contributions made from your after-tax income, or received from your spouse on your behalf, count towards your non-concessional contribution cap. If you claim a tax deduction on your personal contributions made from your after-tax income, these count towards your concessional contributions.

The other member contributions listed above do not count towards your non-concessional contribution cap if you meet all the required conditions.

Government contributions

There are a couple of ways the Government helps low to middle income earners build their super.

- ✓ Government co-contribution – if eligible, and you make a personal after-tax contribution to your super, the government can make a contribution up to a maximum amount of \$500. Further information, including the eligibility criteria is available at www.ato.gov.au.
- ✓ Low-income super tax offset – if you have a tax adjusted income up to \$37,000 for the financial year. The maximum amount is \$500 per annum and is calculated on 15% of the concessional contributions your employer pays into your super fund.

Further information, including the eligibility criteria is available at www.ato.gov.au.

You don't need to apply for government contribution. So long as we have your Tax File Number (TFN), and you lodge your tax return for the financial year, the ATO will use the information contained in your tax return and reporting we send to them, to assess your eligibility for the government contributions and make the contribution to us on your behalf.

Contribution splitting

You can apply to split up to 85% of the concessional contributions which have been made to your account, to your spouse's super account, and vice versa. These still count toward the concessional contribution cap of the person who received the original contributions.

Applications for a contribution split are to be made either:

- ✓ in the following financial year (i.e. the application must be made between 1 July and 30 June in the financial year following the year in which the contributions were made); or
- ✓ during the financial year in which the contributions were made, if the entire benefit is to be rolled over or transferred before the end of that financial year.

The Superannuation contributions splitting application forms and further information is available at www.ato.gov.au/Forms/Contributions-splitting/.

Allocating contributions

If for any reason we cannot allocate a contribution to your account, including if we don't have the information we need, we will return it. Only the actual contribution amount we received will be returned to the source. Any bank interest earned on the contribution before it was returned will be held in the Fund's general reserve and may be used to cover administration-related expenses.

Contribution caps

Due to the tax concessions on monies held in super, there are limits on the contributions you can make to your super each financial year to receive the lower tax. Extra tax may be payable if you make contributions in excess of these limits. This information is contained in the How Super is Taxed section of this Guide.

Contributions must be received by us before 30 June in order for it to be counted towards the cap for that financial year. For example, you receive a bonus from your employer in June 2024, and they allow you to pay part of that bonus into your super as a salary sacrifice. If we receive the amount from your employer before 30 June 2024, the contribution will be counted towards your concessional contribution cap for the 2023/2024 financial year. If we receive it after the 30 June 2024, e.g. 15 July 2024, it will be counted towards your 2024/2025 financial year concessional contribution cap.

The following information is relevant as at the date this PDS and the PDS Guides are issued and is subject to change. Please refer to www.ato.gov.au for the latest information on contribution caps.

Concessional contributions

For the 2023-2024 financial year, the concessional contributions cap is \$27,500 irrespective of your age. Concessional (before-tax) contributions are taxed at 15% once they are received in your super fund and form part of your taxable component. If your contributions exceed the concessional contribution cap you may have to pay extra tax.

From 1 July 2018, you can carry forward any unused amount of your concessional contribution cap, if you have a total super balance of less than \$500,000 as at 30 June in the previous year, to make additional concessional contributions. Unused caps expire after 5 years. Here's an example of how this work:

- ✓ I received concessional contributions of \$20,000 in the 2022/2023 financial year, and my total super balance was less than \$500,000 as at 30 June 2023. The concessional contribution cap was \$27,500.
- ✓ This allows me to carry forward the \$7,500 unused concessional contribution cap for the next 5 years, meaning, I have a cap of \$35,000 for 2023/2024 to use.

Non-concessional contributions

For the 2023-2024 financial year, the annual non-concessional (post-tax) contributions cap is \$110,000. This amount is reduced based on your total super balance as at 30 June in the previous financial year and is reduced to nil if your total super balance is equal to or greater than the general transfer balance cap, which is currently \$1.9 million.

If you're below the age of 75, and subject to your total super balance as at the 30 June in the previous financial year, you can bring forward the equivalent of one or two years of your annual cap from future years. This means you can make contributions up to two or three times the annual cap amount over the bring-forward period. Refer to www.ato.gov.au for more information on the bring-forward arrangements.

Non-concessional contributions up to the cap are not taxed when received by the fund, and it forms part of your tax-free component. If your contributions exceed the concessional contribution cap you may have to pay extra tax.

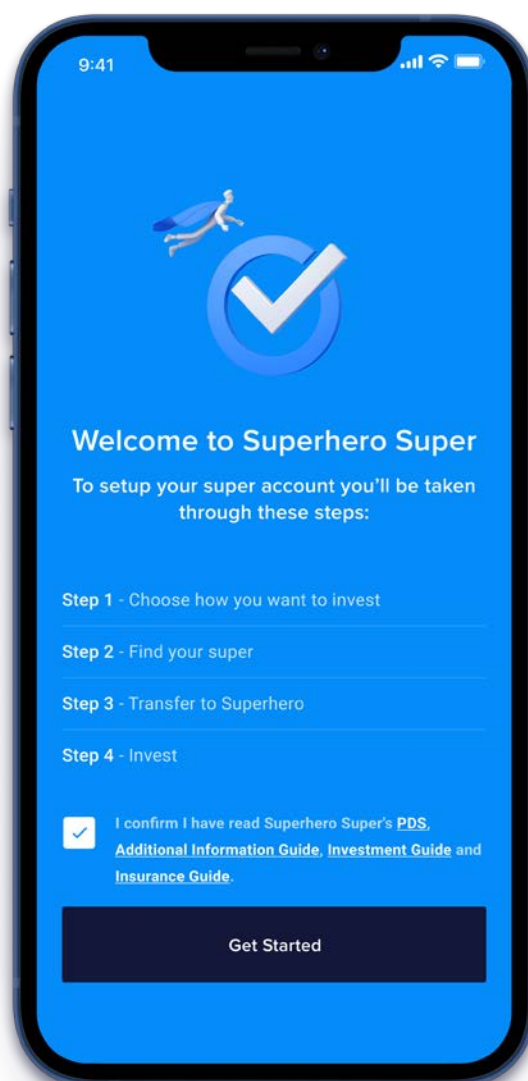
Rollovers and transfers

A rollover is when you transfer some or all of your existing super monies from one super fund to another super fund. You can request a rollover at the time of opening your account, or anytime via your mobile app.

By combining your super, you'll make it easier to track your super, and may reduce the total amount you pay in fees. It's important that you consider any fees which may be incurred from your other account(s) and whether moving your super may affect any insurance or other benefits linked to that account.

If you are entitled to an amount from a Family Law split, you can also request for the proceeds of the split to be transferred into your Superhero Super account as a rollover.

Superhero Super does not accept transfers in from Kiwisaver accounts, or UK Pensions.



SECTION 3

Fees and Costs

This section provides details of the fees and other costs that you may be charged in relation to your Superhero Super account. These fees and costs may be deducted from your account balance, from the returns on your investment or from the assets of the superannuation entity as a whole. The fees deducted may be less due to the impact of any tax deductions that are passed on to relevant members.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

Fees and costs quoted below are inclusive of GST.

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 anticipated superior investment performance or the provision of better member services justify higher fees and costs.

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

To find out more

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

Superhero Super administration fees are not negotiable.

Selection of Account Type – Fees & Cost Summary

Autopilot

An Autopilot account offers a cost-effective and easy way to manage your super. Autopilot accounts must have a minimum of 70% of the account balance invested into one of the Managed Portfolio Options, allocating up to 30% into a range of Themed Investment options. Future contributions will be automatically invested across your nominated investment choices.

Type of fee or cost	Amount	How and when paid
Ongoing Annual Fees and Costs ¹		
Administration Fees and Costs	An administration fee of \$52 per year per member.	The administration fee is calculated daily and deducted monthly in arrears from your account.
	PLUS Asset-based administration fee of 0.49% per annum.	The Asset-based administration fee is calculated daily on your total account balance and deducted from your account monthly in arrears.
		The above administration fees and costs (in total) will appear on your cash transaction report as Administration Fees.
	PLUS \$510 per annum. ²	Paid by third parties throughout the year and not directly deducted from your account. This is not an additional cost to your account, but it is required to be disclosed.
Investment Fees and Costs ³	0.27% per annum for the underlying investment indirect costs of the Managed Investment Options.	Cost incurred by the underlying fund, and is not a fee that is deducted directly from your account.
	0.00% - 0.75%, depending upon the Themed investment option(s).	Charged by the investment manager(s), priced into the cost of your investments and is not a fee that is deducted from your account. Refer to 'Breakdown of fees' on page 17 for Investment Fees & Costs of each available Themed investment option.
Transaction Costs	Nil	N/A
Member Activity Related Fees and Costs		
Buy/Sell Spreads	Nil	N/A
Switching Fee	Nil	N/A
Other Fees and Costs ⁴	Brokerage of 0.11% of the transaction value.	Transacting between Managed Investment Options or Themed Investment Options.
		Brokerage and transaction fees are added to the purchase cost and deducted from the sales proceeds of the investment at the time of settlement.

¹ If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

² In the 2021/2022 financial year, in relation to the Superhero Super, an amount representing 2.153% of fund's assets was paid by third party, under an arrangement between the trustee and a third party. This amount does not impact or reduce your account balance. It is based on actual information from the previous financial year. The administration fees and costs payable in future years may be higher or lower.

³ Investment fees and costs includes an amount of zero performance fees in relation to the Managed Investment Options. Refer to page 17 for more details on Performance Fees. Performance Fees might be applicable to other underlying investments if a particular return is achieved. The relevant product disclosure statement will set out information on the performance fee (if applicable).

⁴ Important: other fees and costs may apply depending on how you invest, including the costs of any underlying investments (indirect costs) that are included in the Investment Option in which you invest, activity fees and insurance fees. For information about other fees and costs refer to 'Additional Explanation of Fees and Costs' section below.

Selection of Account Type – Fees & Cost Summary (continued)

Control

A Control account offers cost effective access to a next generation super fund with a broad investment menu. Control accounts must have a minimum of 25% of account balance invested in one of the Managed Investment Options, allocating up to 75% to a wide range of available investment options including ASX listed shares, Exchange Traded Funds and Listed Investment Companies and Cash along with comprehensive online portfolio management, reporting and administration.

Type of fee or cost	Amount	How and when paid
Ongoing Annual Fees and Costs¹		
Administration Fees and Costs	An administration fee of \$108 per year per member.	The administration fee is calculated daily and deducted monthly in arrears from your account.
	PLUS Asset-based administration fee of 0.49% per annum.	The Asset-based administration fee is calculated daily on your total account balance and deducted from your account monthly in arrears. The above administration fees and costs (in total) will appear on your cash transaction report as Administration Fees.
	PLUS \$510 per annum. ²	Paid by third parties throughout the year and not directly deducted from your account. This is not an additional cost to your account, but it is required to be disclosed.
Investment Fees and Costs ³	0.27% per annum for the underlying investment indirect costs of the Managed Investment Options.	Cost incurred by the underlying fund, and is not a fee that is deducted directly from your account.
	0.00% - 2.50%, depending upon the investment option. Fees and costs in relation to other underlying investments are available in the relevant PDS or disclosure documents (where relevant) for those investments.	Charged by the investment manager(s), priced into the cost of your investments and is not a fee that is deducted from your account.
Transaction Costs	Nil	N/A
Member Activity Related Fees and Costs		
Buy/Sell Spreads	Nil	N/A
Switching Fee	Nil	N/A
Other Fees and Costs ⁴	Brokerage of 0.11% of the transaction value.	Transacting between Managed Investment Options or transferring funds between any of the Managed Investment Options and your Wallet.
	AUD \$5.00 brokerage on the purchase and sale of all ASX-listed shares and ETFs.	Brokerage and transaction fees are added to the purchase cost and deducted from the sales proceeds of the investment at the time of settlement.
<p>¹ If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.</p> <p>² In the 2021/2022 financial year, in relation to the Superhero Super, an amount representing 2.153% of fund's assets was paid by third party, under an arrangement between the trustee and a third party. This amount does not impact or reduce your account balance. It is based on actual information from the previous financial year. The administration fees and costs payable in future years may be higher or lower.</p> <p>³ Investment fees and costs includes an amount of zero performance fees in relation to Managed Investment Options. Refer to page 17 for more details on Performance Fees. Performance Fees might be applicable to other underlying investments if a particular return is achieved. The relevant product disclosure statement will set out information on the performance fee (if applicable).</p> <p>⁴ Important: other fees and costs may apply depending on how you invest, including the costs of any underlying investments (indirect costs) that are included in the Investment Option in which you invest, activity fees and insurance fees. For information about other fees and costs refer to 'Additional Explanation of Fees and Costs' section below.</p>		

Important

Fees and costs will vary depending on your investment decisions and how you invest, including the costs of any underlying investments (indirect costs) that are included in the Investment Option in which you invest, activity fees and insurance fees. For information about other fees and costs refer to the Additional Explanation of Fees and Costs section of this Guide. Investment fees and costs are based on estimated and actual information from the previous financial year.

Cost of product for 1 year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your superannuation investment over a 1-year period for all superannuation products and investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product information assumes a balance of \$50,000 at the beginning of the year. (Additional fees such as a buy-sell spread may apply: refer to the Fees and costs summary for the relevant superannuation product or investment option.)

You should use this figure to help compare superannuation products and investment options.

Cost of Product

Investment Options ²	Cost of Product ³
Global Balanced Index Portfolio - Autopilot account	\$939.30
Global Balanced Index Portfolio - Control account	\$995.30
Global Growth Index Portfolio - Autopilot account	\$939.30
Global Growth Index Portfolio - Control account	\$995.30
Global High Growth Index Portfolio - Autopilot account	\$939.30
Global High Growth Index Portfolio - Control account	\$995.30
US Tech ¹	\$1,042.20
Asia Tech ¹	\$1,135.30
Global Healthcare ¹	\$1,003.00
Climate Leaders ¹	\$1,096.10
Gold ¹	\$1,003.00
High Interest Cash ¹	\$895.20
Superhero Super Wallet – Autopilot account	\$807.00
Superhero Super Wallet – Control account	\$863.00

¹ Available for Autopilot accounts only.

² Fees and costs in relation to other underlying investments (available for Control accounts only) are available in the relevant PDS or disclosure documents (where relevant) for those investments.

³ assumes that 2% of the account balance (\$1,000) is invested in cash.

The Cost of Product does not show what you will pay in product fees

The Cost of Product shown in the previous table (on page 13) also includes costs paid for using the Fund's reserves and costs paid for by third parties. You do not pay for these types of costs from your account and these types of product costs will not reduce your account balance.

These product costs are included in this table because we are required to disclose the Cost of Product in this way.

The Costs deducted from your account table on the following page (page 15), includes additional information to show which costs are charged to you and which costs are paid from reserves and by third parties.

This table also assumes a balance of \$50,000 at the beginning of the year and is calculated in the manner shown in the Example of Annual Fees and Costs.

Name of Investment Option	Administration Fees & Costs		Investment Fees & Costs	Transaction Costs	Costs deducted from your account ²
	Charged to you	Paid by a third party ³			
Global Balanced Index Portfolio - Autopilot account	\$297.00	\$510.00	\$132.30	\$0.00	Cost of Product (\$939.30) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$429.30
Global Balanced Index Portfolio - Control account	\$353.00	\$510.00	\$132.30	\$0.00	Cost of Product (\$995.30) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$485.30
Global Growth Index Portfolio - Autopilot account	\$297.00	\$510.00	\$132.30	\$0.00	Cost of Product (\$939.30) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$429.30
Global Growth Index Portfolio - Control account	\$353.00	\$510.00	\$132.30	\$0.00	Cost of Product (\$995.30) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$485.30
Global High Growth Index Portfolio - Autopilot account	\$297.00	\$510.00	\$132.30	\$0.00	Cost of Product (\$939.30) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$429.30
Global High Growth Index Portfolio - Control account	\$353.00	\$510.00	\$132.30	\$0.00	Cost of Product (\$995.30) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$485.30
US Tech ¹	\$297.00	\$510.00	\$235.20	\$0.00	Cost of Product (\$1,042.20) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$532.20
Asia Tech ¹	\$297.00	\$510.00	\$328.30	\$0.00	Cost of Product (\$1,135.30) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$625.30
Global Healthcare ¹	\$297.00	\$510.00	\$196.00	\$0.00	Cost of Product (\$1,003.00) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$493.00
Climate Leaders ¹	\$297.00	\$510.00	\$289.10	\$0.00	Cost of Product (\$1,096.10) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$586.10
Gold ¹	\$297.00	\$510.00	\$196.00	\$0.00	Cost of Product (\$1,003.00) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$493.00
High Interest Cash ¹	\$297.00	\$510.00	\$88.20	\$0.00	Cost of Product (\$895.20) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$385.20
Superhero Super Wallet – Autopilot account	\$297.00	\$510.00	\$0.00	\$0.00	Cost of Product (\$807.00) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$297.00
Superhero Super Wallet – Control account	\$353.00	\$510.00	\$0.00	\$0.00	Cost of Product (\$863.00) less costs paid out of reserves and by third parties (\$510.00) equals costs to be deducted from your account: \$353.00
Note: Additional fees may apply. ¹ Available for Autopilot accounts only. ² The actual cost will depend on your account balance. ³ Paid by a third party throughout the year and not deducted from your account or from Fund assets. Although it is not an additional cost to you, it is required to be disclosed.					

ADDITIONAL EXPLANATION OF FEES & COSTS

Goods and services tax (GST) and reduced input tax credits (RITC)

All fees and costs are inclusive of GST, unless expressly stated otherwise. We may be able to claim a RITC of up to 75% of the GST paid on some of these fees. This may include fees for certain brokerage services, investment portfolio management, administrative functions and custodial services. We may also be able to claim an RITC of 55% of the GST paid on some of the other fees charged. Where we are able to claim an RITC, we will retain the RITC and apply it to the Operational Risk Reserve ('ORR') for the Superhero subplan of OneSuper.

Administration fees

The administration fees will appear on your cash transaction report as an Administration Fee.

The Administration Fee is calculated on the daily average account balance and deducted from your account monthly in arrears. The Administration Fee includes an estimated amount of 0.01% in respect of cost recovery for certain expenses. Government Charges and Statutory Levies, including the APRA annual levy, raised by any government or authority on the assets of Superhero Super, will be included in the expense recovery. If the fees and costs shown in this Guide are insufficient to meet the actual expenses in relation to Superhero Super, any shortfall may be included in the expense recovery pursuant to the Trustee's right to be indemnified from

Superhero Super's assets for expenses or liabilities.

Investment Fees and costs relating to underlying Investments

Fees and costs for underlying investments that you access through the Superhero Super Member Portal, for example Exchange Traded Funds (ETFs), Exchange Traded Products (ETPs) and Listed Investment Companies (LICs) may also apply.

Fees and costs beyond those shown in the Selection of Account Type tables above may apply when you choose to invest in an ETF, ETP, and LIC.

Given the investment options available, and the fact that they change from time to time, the investment costs for each underlying investment available for Control Accounts are not included in this document.

Fees and costs in relation to underlying investments are available in the relevant PDS or disclosure documents (where relevant) for those investments. It is important that you consider these fees before making any investment decisions which reflect the different price between buying and selling units disclosed by some investment managers. The investment fees and costs of the Managed Investment Options and Themed Investment Options are shown on the following page (page 17).

Breakdown of Fees				
Investment Options ¹	Investment Fees & Costs	Performance Fees	Transaction Costs	Total Investment Fees & Costs
Managed Investment Options				
Global Balanced Index Portfolio	0.27%	Nil	Nil	0.27%
Global Growth Index Portfolio	0.27%	Nil	Nil	0.27%
Global High Growth Index Portfolio	0.27%	Nil	Nil	0.27%
Themed Investment Options²				
US Tech	0.48%	Nil	Nil	0.48%
Asia Tech	0.67%	Nil	Nil	0.67%
Global Healthcare	0.40%	Nil	Nil	0.40%
Climate Leaders	0.59%	Nil	Nil	0.59%
Gold	0.40%	Nil	Nil	0.40%
High Interest Cash	0.18%	Nil	Nil	0.18%
¹ Fees and costs in relation to other underlying investments (available for Control accounts only) are available in the relevant PDS or disclosure documents (where relevant) for those investments. ² Available for Autopilot accounts only.				
Refer to the Investment Guide for more information about available investments.				

Performance fees

The Fund does not charge any performance fees. However, the underlying Investment Options offered by the Fund may charge a performance fee. Performance fees increase the investment fees and costs for a superannuation product. Given performance fees are tied to the performance of the assets, they are difficult to predict from year to year. The fees are calculated using the average performance fees incurred for the five year period. Please refer to the underlying fund disclosure documents for more information. There are no performance fees charged by the fund managers of Themed Investment options.

Transaction Costs

Transaction costs are costs of the Fund associated with acquiring or disposing of assets. In the Fees and costs summary table, transaction costs are shown net of amounts recovered by the buy-sell spread charged.

Transaction costs may include costs such as brokerage, buy- sell spreads of the underlying investments (where applicable), settlement costs (including settlement related custody costs), stamp duty on investment transaction costs and clearing costs.

Transactional costs will differ between Investment Options. You should refer to the underlying product disclosure statements for the particular investment available for Control Accounts. The transaction costs of the Themed Investment options if applicable are shown in the 'Breakdown of fees table'.

Changes to Fees or Costs

Changes can be made to the fees and costs, without prior written notice to members or consent. We'll notify you of any materially adverse changes to the fees or costs shown in this Guide (other than government charges or buy-sell spreads and indirect costs), at least 30 days in advance (where required under the law). Any estimated fees may vary from time to time (depending on actual expenses incurred). These changes are available at www.superhero.com.au/support/ and you should check for the most up to date information before making any decisions.

Defined fees

Activity fees

A fee is an activity fee for a superannuation product if:

- ✔ the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:
 - that is engaged in at the request, or with the consent, of a member; or
 - that relates to a member and is required by law; and
 - those costs are not otherwise charged as administration fees and costs, investment fees and costs, transaction costs, a buy-sell spread, a switching fee, an advice fee or an insurance fee

Administration fees and costs

Administration fees and costs for a superannuation product means the fees and costs that relate to the administration or operation of the superannuation entity to which the product relates and include:

- ✔ costs that relate to that administration or operation debited from reserves that, in a period, exceed amounts credited to reserves in that period that are also administration fees and costs;
- ✔ distribution costs;
- ✔ indirect costs that relate to that administration or operation; and
- ✔ intra-fund advice costs;

but do not include:

- transaction costs and excluded transactional and operational costs; and,
- costs that are otherwise charged as investment fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Advice fee

A fee is an advice fee for a superannuation product if it is a fee that relates directly to costs (other than intra-fund advice costs) incurred by the trustee [OR the trustees] of the superannuation entity because of the provision of financial product advice to a member by:

- ✔ a trustee of the entity; or
- ✔ another person acting as an employee of, or under an arrangement with, the trustee [OR the trustees] of the entity;

where those costs are not otherwise charged as administration fees and costs, investment fees and costs, transaction costs, a switching fee, an activity fee or an insurance fee.

Buy-sell spreads

A buy-sell spread for a superannuation product is a fee to recover costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.

Exit fee

An exit fee for a superannuation product is a fee, other than a buy-sell spread, that relates to the disposal of all or part of a member's interests in a superannuation entity.

Insurance Fee

A fee is an insurance fee for a superannuation product if:

- ✓ the fee relates directly to either or both of the following:
 - insurance premiums paid by the trustee [OR the trustees] of a superannuation entity in relation to a member or members of the entity;
 - costs incurred by the trustee [OR the trustees] of a superannuation entity in relation to the provision of insurance for a member or members of the entity; and
- ✓ the fee does not relate to any part of a premium paid or cost incurred in relation to a life policy or a contract of insurance that relates to a benefit to the member that is based on the performance of an investment rather than the realisation of a risk; and
- ✓ the premiums and costs to which the fee relates are not otherwise charged as administration fees and costs, investment fees and costs, transaction costs, a switching fee, an activity fee or an advice fee.

Investment fees and costs

Investment fees and costs for a superannuation product, means the fees and costs that relate to the investment of the assets of the superannuation entity to which the product relates and includes:

- ✓ fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
 - ✓ costs that relate to the investment of assets of the entity that are debited from reserves that, in a period, exceed amounts credited to reserves in that period that are also investment fees and costs; and
- indirect costs that relate to the investment of assets of the entity;

but do not include:

- transaction costs and excluded transactional and operational costs; and
- costs that are otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Switching fees

A switching fee for a superannuation product other than a MySuper product means a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another. Switching fees are in addition to buy-sell spreads.

Transaction Costs

Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity, other than costs that are recovered by the superannuation entity charging a buy-sell spread.

The following transaction fees/activity charges may apply in the management of your investment portfolio.

Activity type	Transaction method	Fee amount	How and when paid
Family law fees	Form 6 request	\$110.00 per request	Payable by the person requesting the Form 6 at the time of the request.
	Payment flag	\$55.00 per flag	Deducted from your cash holding of your investment portfolio at the time of the request.
	Account splitting	\$55.00 per split	Deducted from your cash holding of your investment portfolio at the time of the split.
	Procedural Fairness	Assessed at each request and based on the complexity of the matter.	Deducted from your cash holding of your investment portfolio at the time of the request.

OPERATIONAL RISK RESERVE (ORR)

The Trustee is required to maintain an Operational Risk Reserve (ORR) to specifically cover potential losses arising from operational risks that may affect the Funds' business operations. An operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems, or from external events. The ORR may be drawn upon to assist in compensating members or the Fund in the event of an operational risk occurring.

The ORR will be maintained in line with the Plan's ORR plan, however if there are insufficient funds to maintain the ORR, additional funds may be allocated from the expense reserve or from additional one-off fee deductions from members' accounts or via trustee capital.

SECTION 4

How super is taxed

This section provides a general overview of tax of super and doesn't take into consideration your personal circumstances. Tax is complicated and we recommend you seek appropriately qualified advice about how these rules impact you.

Further information, including information about Government changes that may occur from time to time, is available at www.ato.gov.au.

Tax on investment earnings

Earnings on your Superhero Super account is taxed at a maximum rate of 15%. Some capital gains may be taxed at a concessional rate of 10%.

Information on tax deductions

Any tax deductions available to Superhero Super in respect of insurance premiums, fees and costs deducted directly from accounts are credited back to you where relevant. The benefit of any tax deductions relating to indirect fees and costs (where applicable) are credited to the provision held for expense recoveries and are used to offset expenses. The above fees and costs do not include the impact of tax deductions on super accounts.

Tax on contributions

Concessional contributions are taxed in the Fund, generally at the rate of 15% (provided you have supplied your TFN) which is deducted at the time the contribution is received by Superhero Super. If you choose not to provide your TFN, additional tax will apply.

If you are considered to be a high-income earner, that is your income is more than \$250,000 for the financial year, you may pay additional tax on your contributions, referred to as Division 293 tax. If this applies to you, the ATO will notify you after the end of the financial year.

Non-concessional contributions below the cap are not subject to tax

Excess contributions

It's important that you monitor your contributions and know the impact of exceeding your cap, as we don't have visibility of your overall position.

If you exceed the concessional contribution cap, tax at your marginal tax rate, less a 15% tax offset, is charged on the excess contributions. You'll also be charged an interest charge. You can choose to withdraw some or all of your excess contributions, any amount you leave in your super account will also count towards your non-concessional contribution cap.

If you exceed your non-concessional contribution cap, you can choose to withdraw the excess contributions. The earnings are included in your income tax return and taxed at your marginal tax rate. If you don't withdraw the earnings, the excess is taxed at the highest marginal rate of tax plus Medicare Levy (and any other applicable levies).

Claiming a tax deduction on contributions

Generally, you can claim a tax deduction for personal contributions you make. The personal contributions that you claim a deduction for will count towards your concessional contribution cap. To claim a deduction, you must give us a Notice of intent to claim or vary a deduction for personal super contributions form (Notice of Intent), available at www.ato.gov.au, and receive an acknowledgment from us that your Notice of Intent is valid.

There are other eligibility requirements, and you must lodge your completed Notice of Intent by the earlier of:

- ✓ the date you lodge your income tax return for the financial year in which you make the contribution; or
- ✓ 30 June of the next financial year.

Spouse contribution tax offset

If you contribute on behalf of a low income or non-working spouse, you may be able to claim a tax offset of up to \$540 per year, which is 18% for contributions up to \$3,000. The \$3,000 contribution limit reduces by \$1 for each \$1 that your spouse's assessable annual income (plus reportable fringe benefits and reportable employer super contributions) exceeds \$37,000. There is no offset available where your spouse's assessable income (plus reportable fringe benefits and reportable employer super contributions) exceeds \$40,000. Other eligibility criteria apply. For more information go to www.ato.gov.au.

Tax on payments

Your Superhero Super is made up of the following tax components:

- ✓ Tax free – includes amount where income tax has already been paid on the contribution and no tax deduction has been made with respect to the contribution (e.g. personal non-concessional contributions); and
- ✓ Taxable – includes amounts where the fund has paid 15% tax on the contributions or the earnings (e.g. contributions tax on concessional contributions - this is equal to your total super benefit less any tax-free components).

No tax is payable on the tax-free component of your super. The tax treatment of the taxable components is outlined on the following page (page 23).

Lump sum payments made to you

The following table provides the tax treatment of the taxable component for lump sum payments made to you.

Age when payment is made or type of payment	Amount subject to tax	Maximum rate of tax (excluding applicable levies such as Medicare levy)
Under preservation age	Whole amount	20%
At or over preservation age and under 60	Up to the low rate cap amount ¹	Nil
At or over preservation age and under 60	Above the low rate cap amount ¹	15%
Age 60 and over	Nil – amount is non-assessable, non-exempt income	
Lump sum benefits less than \$200	Nil	
Terminal illness benefit	Nil if the relevant criteria is met.	

¹The low rate cap amount for the 2023/2024 financial year is \$235,000. This amount is subject to indexation.

Where your super balance is made up of a mix of tax free and taxable amounts, and you request a partial payment, tax is calculated using the proportioning rule. You cannot request for a payment to be made from a particular tax component. Here's an example of how the tax free component of a partial withdrawal is calculated.

Your super balance is \$200,000 and is made up of \$50,000 tax free and \$150,000 taxable. You would like a partial withdrawal of \$100,000 in the form of a lump sum payment.

The tax free component of the partial withdrawal amount is calculated using:

$$\$50,000 / \$200,000 \times \$100,000 = \$25,000$$

The taxed taxable component = \$75,000

Tax on death benefits

The amount of tax payable on the taxable component of a super death benefit is dependent on the recipient of the benefit. Super death benefits are generally paid to the deceased Member's dependants as defined under super law. This may be different to the definition of a dependent under tax law, which is defined as:

- ✓ the spouse or de factor spouse (of the same or opposite gender);
- ✓ a former spouse or de facto spouse (of the same or opposite gender);
- ✓ a child under the age of 18 years of the deceased;
- ✓ has an 'interdependency relationship' with the deceased; or
- ✓ any other person who is financially dependent on the deceased at the date of death.

The following table provides the tax treatment of the taxable component for lump sum death benefits paid to your beneficiary.

Death benefit lump sum benefit paid to non-dependants – taxable component – taxed element	15% plus applicable levies
Death benefit lump sum benefit paid to non-dependants – taxable component – untaxed element	30% plus applicable levies
Death benefit lump sum benefit paid to tax dependants – taxable component – taxed and untaxed elements	Tax free

Where a death benefit is paid to the legal personal representative of a deceased estate, no tax is withheld, and it is the responsibility of the representative to ensure that the correct tax is paid.

DEPARTING AUSTRALIA SUPER PAYMENTS

If you enter Australia on an eligible temporary working visa you are entitled to receive your super benefit once you leave Australia permanently. This type of payment is known as a Departing Australia Super Payment (DASP).

DASP is taxed as follows:

- ✓ tax-free component – no tax payable;
- ✓ taxable component (taxed element) – taxed at 35%; and
- ✓ taxable component (untaxed element) – taxed at 45%.

If your DASP includes any amounts attributable to super contributions made while you held a Working Holiday Maker visa, the tax rate for the whole DASP is 65% from 1 July 2017. This rate applies to both the taxed and untaxed element of the taxable component.

Full information regarding DASP procedures can be found at www.ato.gov.au.

INCOME PROTECTION BENEFITS

Income protection insurance benefits are paid as taxable income and, like salary and wages, attract pay-as-you-go tax at your marginal tax rate. The tax is deducted and remitted to the ATO before the benefit is paid. Higher tax applies if the Fund does not hold your TFN.

First Home Super Saver Scheme

From 1 July 2017, individuals can make voluntary contributions into super of up to \$15,000 per year with a cap of \$50,000 for the purpose of saving for the purchase of a first home.

If concessional, the contributions will be taxed at 15%. The contributions together with deemed earnings can be withdrawn for use as a deposit after 1 July 2018.

Contributions under this scheme are subject to the concessional and non-concessional contribution caps.

The withdrawal of concessional contributions and associated deemed earnings will be taxed at your marginal tax rate, including Medicare levy, less a 30% tax offset. Non-concessional withdrawals will not be taxed.

SECTION 5

Accessing your benefit

Super is a long-term investment. The Government has placed restrictions on when you can access your super as a lump sum or via an income stream. In general, you can't access your super until you have reached age 65 or have reached your Preservation Age and have permanently retired from the workforce.

This section details the preservation of super, and how you can access your benefits.

Preservation

The ability to access certain components of your super balance is referred to as preservation. Your super balance is made up of the following preservation components:

- ✓ Preserved – this component must be retained in your super account until you meet a condition of release;
- ✓ Restricted non-preserved – this component can be released to you when you cease employment with the employer who made the contributions which make up this component; and
- ✓ Unrestricted non-preserved – this component can be released to you at any time.

Preserved benefits cannot be paid in cash to you but can be transferred to another super fund as a rollover. All contributions made by or on behalf of a member since 30 June 1999 are preserved in the super environment until a condition of release is met.

You can access your super for some common conditions of releases once you reach your Preservation Age. Your Preservation Age

ranges from 55 to 60 and is dependent on your date of birth as shown in the below table.

Date of Birth	Preservation Age
Before 01/07/1960	55
01/07/1960 - 30/06/1961	56
01/07/1961 - 30/06/1962	57
01/07/1962 - 30/06/1963	58
01/07/1963 – 30/06/1964	59
From 01/07/1964 or after	60

Conditions of release

Under current legislation, if you are a New Zealand citizen or permanent resident of Australia or Australian citizen, preserved benefits can be released if any of the following common conditions are met:

- ✓ you cease employment with an employer sponsor and your account balance is less than \$200;
- ✓ you leave employment after age 60;
- ✓ you turn age 65;
- ✓ you permanently retire from the workforce after attaining your Preservation Age;
- ✓ you die;
- ✓ you become permanently incapacitated;
- ✓ you have been diagnosed with a terminal medical condition;
- ✓ you experience severe financial hardship; or
- ✓ on compassionate grounds acceptable to the Department of Human Services.

Here are other conditions of release which allow you to access your super.

Temporary incapacity

You can access your employer contributions which were made over and above the SG if you temporarily cease gainful employment due to ill health, whether physical or mental. A benefit paid under this condition of release is generally paid as a non-commutable income stream.


Permanent incapacity

You can access your total super balance if we're reasonably satisfied that your ill-health (whether physical or mental) makes it unlikely that you will engage in paid employment for which you are reasonably qualified by education, training or experience. We will require confirmation of this from your medical practitioners.

Your super benefit may be eligible for an invalidity component. You will need to contact us for the relevant form to complete.

Severe Financial Hardship


You can apply for release of your preserved super benefit on the grounds of severe financial hardship if you meet the following criteria:

-  you are below Preservation Age + 39 weeks and:
 - you can provide evidence that you are in receipt of an eligible Commonwealth income support payment for a continuous period of at least 26 consecutive weeks as at the

date of your application;

- you have not received a release of your super benefits on the ground of severe financial hardship in the last 12 months; or
- we are satisfied that you are unable to meet your reasonable and immediate family living expenses;

in which case a maximum gross amount of \$10,000 can be released and lump sum payment tax is applied; or

-  you are greater than Preservation Age + 39 weeks and:
 - you can provide evidence that you are in receipt of an eligible Commonwealth Income Support of benefit for a cumulative period of 39 weeks since reaching your preservation age; or
 - you are working less than 10 hours per week at the time of the application;

in which case no maximum amount is applicable and lump sum payment tax is applied.

You will need to submit a completed form, along with the required evidence for assessment. You will need to contact us for the relevant form to complete.

Compassionate Grounds

You can apply to the ATO for the release of your preserved super benefit on compassionate grounds. These grounds may include:

- ✓ medical or dental treatment for you or your dependant;
- ✓ transport for medical or dental treatment;
- ✓ arrears on your mortgage to prevent your home from being sold;
- ✓ modification to your home or vehicle to accommodate a severe disability for you or your dependant;
- ✓ palliative care for a terminal illness for you or your dependant; or
- ✓ expenses associated with your dependant's death, funeral or burial.

If approved by the ATO, they will provide you with the approval letter which you need to provide to us along with a completed benefit payment form. You will need to contact us for the relevant form to complete. Lump sum tax is generally applicable.

Terminal Illness

We will release your total super benefit if it has been confirmed that you have a terminal medical condition. A terminal medical condition exists if:

- ✓ two registered medical practitioners have certified that you suffer from an illness or have an injury that is likely to result in death within a period (certification period) that ends no more than 24 months after the date of the certification;

- ✓ at least one of the registered medical practitioners is a specialist practicing in an area relating to the illness or injury; and
- ✓ the certification period has not ended.

You will need to submit a completed form along with evidence to us for assessment. You will need to contact us for the relevant form to complete. No tax is applicable if payment is made within the 24-month certification period.

First Home Saver Super Scheme (FHSS)

You can make voluntary concessional and non-concessional contributions to your super under the FHSS to save for your first home. If you meet the eligibility criteria under the scheme, voluntary super contributions (up to \$15,000 per financial year and \$50,000 in total) made from 1 July 2017 may be eligible for release to help purchase or construct your first home. Voluntary contributions eligible for release include salary sacrifice contributions and personal contributions. From 1 July 2019:

- ✓ the FHSS can only be applied to purchase a home in Australia;
- ✓ you must apply to the ATO and receive an FHSS determination from the ATO before you sign a contract for purchase or construction of a home or apply to the Fund for release of your contributions; and
- ✓ you have 12 months from making a valid request for release in which to sign a contract for purchase or construction of your home (and notify the ATO within 28 days of signing the contract) or

recontribute the assessable amount to super (and notify the ATO within 12 months of the date of the request for release).

For more information on the FHSS and to apply, refer to www.ato.gov.au.

Trans-Tasman portability

You can transfer your Australian super monies to a New Zealand KiwiSaver account if you have permanently migrated to New Zealand. The transfer is voluntary. To transfer funds from your Australian super fund to a KiwiSaver scheme, you must:

- ✓ have permanently emigrated to New Zealand – you need to sign a statutory declaration stating this is the case, and provide proof of residence at an address in New Zealand;
- ✓ contact us and request the whole balance of your super savings be transferred to a KiwiSaver scheme; and
- ✓ have a KiwiSaver scheme ready to receive the transferred funds and ensure the KiwiSaver scheme is going to accept your Australian transfer.

Whilst we must transfer to a KiwiSaver scheme on your request, it is voluntary for us to transfer from a KiwiSaver Scheme. Superhero Super does not accept transfers in from a KiwiSaver account. For more information refer to www.ato.gov.au.

Departing Australia Super Payment (DASP)

If you have worked and earned super while visiting Australia on an eligible temporary visa,

you can apply to have this super paid to you as a DASP after you leave. You can apply for a DASP online at www.ato.gov.au. We'll be notified of the approval of your application. You will also need to complete a benefit payment form. You will need to contact us for the relevant form to complete.

You may be required to provide certified documents for your DASP application, such as certified copies of your identity documents. It's much easier to have documents certified in Australia, so we recommend you do this before you leave. We also recommend that you keep your Australian bank account open to more easily allow us to pay you your DASP.

Other Important Information

Death benefits and beneficiaries

Your super may be one of the biggest assets that you leave behind in the event of your death, so it's important that you take the time to consider who you want this to go to. Superhero Super provides you with the ability to make the following nominations:

- ✓ Binding nominations; and
- ✓ Non-binding nominations.

Where we have been notified of your death, we'll commence the sell down of your assets and keep the proceeds in the cash account in readiness for payment to your beneficiaries. We do this to minimise investment risk and preserve the amount you have built up in your super account.

Note that:

- ✓ a death payment does not automatically form part of your estate, and is not necessarily included as an asset within your will, its payment is also subject to super law;
- ✓ any insurance benefit amount that applies will form part of the total death benefit payment from your account; and
- ✓ if you have no dependants, or legal personal representative, we may pay the benefit to any other person that we determine to be appropriate, subject to super law.

Dependants

Under super law, where possible, your super must be paid to a dependant, which is defined as:

- ✓ your spouse or de facto spouse;
- ✓ your child, of any age, including an adopted child, stepchild, child of your spouse, or your child who was born after your death; or
- ✓ a person who was in an interdependency relationship with you at the time of your death - an interdependency relationship exists where two people live together and one or both provides for the financial, domestic and personal support of the other.

If you have no dependents, we may pay the benefit to your legal personal representative.

Binding nomination

If your binding nomination is accepted, and is valid at the time of your death, the Trustee must pay your super death benefit to your nominated beneficiary as per your completed form. The nomination is binding on the Trustee. In general, we do not accept binding nominations signed by someone other than you (e.g. someone you have provided power of attorney to).

A binding nomination will only be accepted if:

- ✓ you nominate a spouse or one or more dependants and/or your legal personal representative;

- ✓ if you nominate more than one person and the total percentage allocated equals 100%; and
- ✓ your nomination must be signed and dated in the presence of two witnesses, both of whom must be at least 18 years of age, and not mentioned in the nomination.

If you choose to submit a binding nomination, it's important that you understand that it must be renewed every three years, and you should review it on a regular basis. You can revoke and submit a new nomination at any time by completing the Nomination of beneficiary form available on our website www.superhero.com.au/support/.

Non-binding nomination

If you make a non-binding nomination, we will use it as a guide as to your wishes regarding the payment of death benefits. It is not binding on the Trustee, however, we will take your wishes into consideration when deciding to whom your death benefit is paid. We will make a decision based on the circumstances of your nominated beneficiary(ies), or other claimants at the time of your death, as these may have changed since you completed your non-binding death benefit nomination.

Payment of monies to the ATO

Inactive low balances

Under the relevant super law, we're required to identify inactive low balance accounts as at 30 June and 31 December and pay it to the ATO by 30 April and 31 October each year. If your benefit is paid to the ATO, the ATO can

then proactively pay that amount to an eligible active superannuation account you hold (if any) and notify you (where possible) that this has occurred, or continue to hold the amount for you. You can contact the ATO online or by telephone to request the amounts held for you be paid to your nominated preferred superannuation account. If you have met a condition of release, you can request that the amounts held by the ATO be paid to you.

An account is considered an inactive low balance account where:

- ✓ we haven't received any amount for crediting to your account for your benefit within the last 16 months;
- ✓ your account balance is less than \$6,000;
- ✓ you have not met a prescribed condition of release; and
- ✓ there is no insurance on the Account.

Your account will not be an inactive low balance account if any of the following have occurred in the last 16 months:

- ✓ you made changes to your investments;
- ✓ you made changes to your insurance coverage;
- ✓ you made or amended a binding beneficiary nomination;
- ✓ you made a written declaration that you are not a Member of an inactive low-balance account;
- ✓ there was an amount owed to us in respect of you (this does not include SG contributions or award contributions); or

- ✓ we accepted an amount for you under a successor fund transfer of benefits from another superannuation fund.

Please refer to www.ato.gov.au for further information about inactive low balances.

Unclaimed Money

In certain situations, if an amount is payable to you (or your dependant(s)) as we're unable to make the payment, we may be required to transfer the amount to the ATO. We may also need to do this if you become a lost member, that is we have been unable to contact you after a number of attempts. If your account is transferred to the ATO, you will be able to reclaim it from them.

How we communicate with you

Your mobile number is very important as we use it as a way to authenticate you for certain transactions, so it's important that you keep this information with us up to date. Our main method of communication with you is through electronic and digital means. This includes us publishing required disclosure information on your member portal and notifying you that it's there.

To ensure you receive these notifications, it's important that you also maintain your email address with us.

You can manage your account via the Superhero Member Portal. This includes confirming transactions that you have requested of us. If you have any issues accessing the Superhero Super Member Portal you can contact us on Live Chat on our website www.superhero.com.au or

at hello@superhero.com.au.

Where necessary, investment instructions can be in writing. Some instructions may also be accepted over the telephone, subject to Member authentication. The following terms and conditions apply to the receipt of instructions.

Instructions given by telephone or other electronic communication

The Trustee and relevant service providers have procedures in place to reduce the risk of fraud but cannot guarantee that someone trying to impersonate you will not fraudulently contact us regarding your Superhero Super account. The Trustee may dispute liability for any losses incurred as a consequence of acting on instructions given otherwise than through the Superhero Super Member Portal. You release the Trustee and Superhero Super's service providers from, and indemnify them against, all losses and liabilities arising as a result of processing an instruction on your Member Account.

Information received by phone or other electronic means

The Trustee or its service providers reserve the right to refuse to act on instructions received over the phone or by other electronic means (including via the Superhero Super Member Portal or via email at hello@superhero.com.au) where the Trustee or its service providers are not satisfied with the authenticity of the request.

The Trustee or service provider will not process a request if any instruction received is incomplete or appears to be erroneous.

This ensures that the transaction is executed correctly according to your instructions.

Apart from these terms and conditions, the Trustee and service providers may have other requirements for receiving information from you from time to time. You will be notified if this affects you or your request.

Cooling Off Period

If you successfully open a Superhero Super account, you have 14 days (from the earlier of the date that we confirm the transaction by which you acquire an account, and 5 days after the account is issued to you) to ensure that the product meets your needs. This is known as the 'cooling off period'. If you determine that your Superhero Super account will not meet your needs, or would otherwise like to close your account, you may do so by request to the Administrator within this time.

You cannot exercise your cooling off rights if you have exercised any other rights or powers you have in respect of your new Superhero Super account.

If you decide to close your account within the cooling off period, any refunds are subject to preservation rules and payment standards in relevant legislation.

The amount transferred will be adjusted for any increases or decreases in the value of the investments you may have selected as well as any tax payable on any increase or any reasonable administration and taxation expenses. The transferred benefit will retain the same preservation status.

Complaints Resolution

The Trustee has an established procedure for dealing with enquiries and complaints. Under these arrangements, you may enquire or complain about the operation or management of Superhero Super as it relates to you and have your enquiry or complaint dealt with within 45 days of receipt or such other timeframe as required by law. Written complaints should be addressed to the Complaints Officer at hello@superhero.com.au or via mail PO Box R1055 Royal Exchange NSW 1225.

If you are not satisfied with the Trustee's handling of your complaint or its decision, or the complaint is not dealt with within 45 days, you may contact the Australian Financial Complaints Authority (AFCA). AFCA is an independent body set up by the Federal Government to assist members or beneficiaries to resolve certain types of complaints with trustees. The contact details for AFCA are:

Australian Financial Complaints Authority (AFCA)

GPO Box 3 Melbourne VIC 3001

Contact

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Privacy

In this Guide, 'we' means Diversa Trustees Limited ABN 49 006 421 638 ('the Trustee'), Financial Synergy Holdings Pty Ltd ABN 66 126 127 197 ('the Member Administrator') and Superhero Markets Pty Ltd (ABN 36 633 254 261), which is the Promoter for Superhero Super.

Why do we collect your personal information?

We collect your personal information where necessary to:

- ✓ administer products and services and manage our relationship with you, including to establish and maintain member records, and provide regular statements, reports and communications;
- ✓ provide products and services to you;
- ✓ process transactions, applications, claims, requests and queries in relation to our products and services;
- ✓ identify you in accordance with the Anti-Money Laundering & Counter Terrorism Financing Act 2006 (Cth) and to protect against fraud;
- ✓ let you know about other products and services that we may offer; and
- ✓ comply with applicable laws and regulations.

Who do we disclose your personal information to?

We may disclose your personal information to third parties including:

- ✓ outsourced service providers including an administrator or promoter of Superhero Super;

- ✓ mail houses and printing companies;
- ✓ specialist service providers, such as actuaries, auditors and lawyers;
- ✓ custodians, brokers and IDPS-like products;
- ✓ insurance providers;
- ✓ your financial adviser, your attorney appointed under a power of attorney, or your appointed representative;
- ✓ other consultants; and
- ✓ government authorities as required or desirable in administering and conducting the business of Superhero Super, including in complying with relevant regulatory or legal requirements. It is possible that this may also include a Government authority that is overseas.

Personal information will only be disclosed to third parties other than those listed above if you have consented, if you would reasonably expect us to disclose information of that kind to those third parties, if we are authorised or required to do so by law or it is necessary to assist with law enforcement.

Are we likely to disclose your personal information to a recipient who is overseas?

In some circumstances, your personal information may be disclosed to our service providers or other third parties in jurisdictions overseas.

Privacy Policies

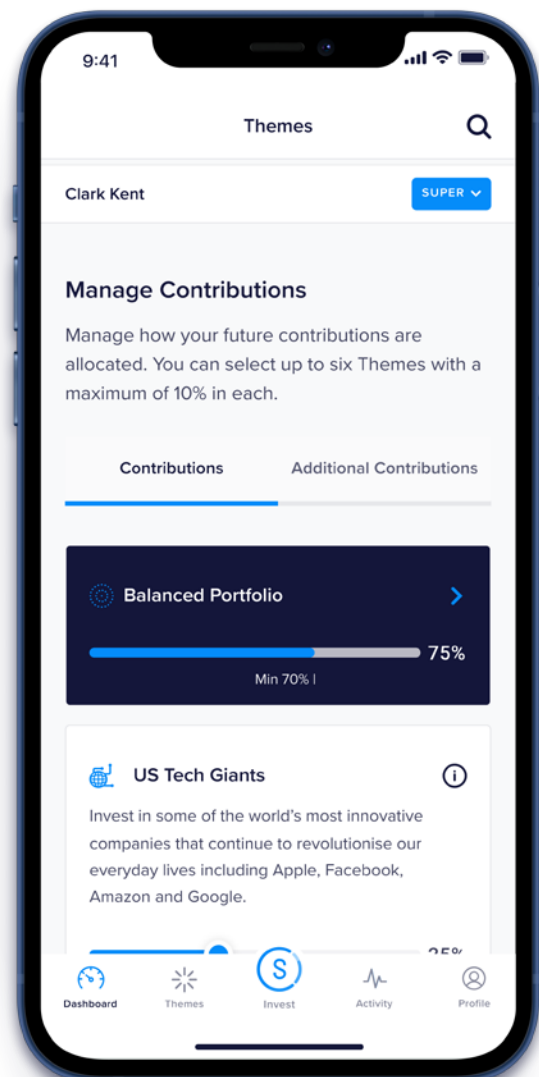
The Privacy Policies of the Trustee, the Member Administrator and Superhero Super set out how you can access and correct the information we hold about you, how you can complain about a breach of your privacy rights and how your complaint will be handled.

The Trustee's Privacy Policy can be found at www.diversa.com.au.

The Member Administrator's Privacy Policy can be found at www.onesuper.com.

Superhero's Privacy Policy can be found at www.superhero.com.au/support/.

If you have any queries or complaints about your privacy, please contact us by email at hello@superhero.com.au.



SECTION 8

Key Definitions

ABN: means Australian Business Number.

Account: means your Superhero Super account.

Additional Information Guide: means this Guide and forms part of the Superhero Super PDS and PDS Guides.

AFSL: means an Australian Financial Services Licence issued by ASIC that authorises the provision of specified financial services by the licence holder.

ASIC: means the Australian Securities and Investments Commission, a government body that regulates the financial services industry in Australia.

ATO: means the Australian Taxation Office.

Australian Privacy Principles: the principles set out in the Privacy Act 1988 (Cth) (the Privacy Act).

Business Day: means a day which is not a Saturday or Sunday or Bank or public holiday in Sydney, New South Wales.

CGT: means Capital Gains Tax.

Child: has the same meaning given to that term in the Superannuation Industry (Supervision) Act 1993.

Corporate Action: means a change affecting holders of a security to which they may be required to respond.

De Facto Relationship: has the same meaning given to that term under the Family Law Act 1975.

First Home Super Saver Scheme: refers to the scheme introduced by the Australian Government to help Australians buy their first home. Under the scheme, you can make eligible voluntary contributions into your super account that you can then draw on to help purchase your first home.

Insurance Guide: means the Insurance Guide document that forms part of the Superhero Super PDS and PDS Guides.

Investment Administrator or Promotor: means Superhero Markets Pty Ltd (ABN 36 633 254 261), which is a Corporate Authorised Representative (Authorised Representative No. 1276309) of Superhero Securities Limited.

Investment Options: means the investment choices available to members.

Investment Switch: means the functionality to place full or partial switch orders between investment options.

Member: means an individual whose application to join and invest in Superhero Super has been accepted by the Trustee.

New Zealand Kiwi Saver Scheme: means a New Zealand based savings initiative to help set members up for retirement.

Nominated Bank Account: means the bank account you nominate to receive your superannuation benefit payments.

OneSuper: means the superannuation fund ABN 43 905 581 638 RSE R1001341.

Personal Information: is defined under the Privacy Act 1988 (Privacy Act) as information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

PDS: means product disclosure statement.

Spouse: has the same meaning given to that term in the Superannuation Industry (Supervision) Act 1993.

Superhero Super: means a sub-plan of OneSuper ABN 43 905 581 638 RSE R1001341.

Total super balance or TBS: refers to the value of your superannuation interests in all your super funds.

Transfer Balance Cap: refers to the limit on the total amount of superannuation that can be transferred into the retirement phase and currently is \$1.9 million.

Trustee: refers to Diversa Trustees Limited, ABN 49 006 421 638, AFSL No. 235153 RSE Licence No L0000635.

We/our/us: means the Trustee.

You/your: the individual identified in the Application Form.

Unclaimed Money: has the meaning given in the Superannuation (*Unclaimed Money and Lost Members*) Act 1999 (Cth).

Superhero Super Additional Information Guide

PO Box R1055 Royal Exchange NSW 1225
hello@superhero.com.au
www.superhero.com.au

Superhero Markets Pty Ltd (Superhero)
ABN 36 633 254 261

The information in this Guide, together with the Insurance Guide, and Investment Guide, forms part of the Superhero Super Product Disclosure Statement (together the PDS Guides) dated 24 February 2023. You should read the latest version of this Guide, a copy of which is available on www.superhero.com.au/support/. A paper copy of the Product Disclosure Statement (PDS) and PDS Guides can be obtained, free of charge, by contacting us on Live Chat via our website www.superhero.com.au or at hello@superhero.com.au.

Superhero Super is a sub-plan of OneSuper ABN 43 905 581 638 RSE R1001341 (the Fund). Superhero Super is issued by Diversa Trustees Limited ABN 49 006 421 638, AFSL No 235153 RSE Licence No L0000635 (referred to as “we”, “our”, “us” or “the Trustee”), the Trustee of the Fund. The Investment Administrator and Promoter of the Fund is Superhero Markets Pty Ltd (ABN 36 633 254 261), which is a Corporate Authorised Representative (Authorised Representative No. 1276309) of Superhero Securities Limited (ABN 96 160 456 315) (AFSL No. 430150).

The Superhero Super PDS and PDS Guides can only be used by persons receiving it (electronically or otherwise) in Australia and applications from outside Australia will not be accepted. We may reject or accept an application without giving reasons.