

CommInsure
Corporate Insurance
Superannuation Trust

Annual Report

2020



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About this annual report

This Annual Report is for members of CommInsure Corporate Insurance Superannuation Trust ABN 49 968 181 565 RSE Licence R1072457, referred to in this Annual Report as CCIST or the Fund.

This Annual Report has been issued by Diversa Trustees Limited (the Trustee or Diversa Trustees or We) ABN 49 006 421 638, AFSL 235153 RSE Licence L0000635 as Trustee of CCIST.

This Annual Report forms Part 2 of the annual periodic information. Your Annual Member Statement forms Part 1 of the annual periodic information and should be read in conjunction with this Annual Report.

The information in this document is intended to provide you with general information only and does not take into account one or more of your personal objectives, financial situation and needs. Before making any financial decisions about CCIST, it is important that you consider the current product disclosure statement (PDS) relevant to your membership and consider your particular circumstances and whether the particular financial product is right for you. The current PDS for the product is available by calling 1300 926299. You should consult a financial adviser if you require personal advice.

Governance

The Trustee of the Fund is Diversa Trustees Limited (Diversa Trustees, Trustee) and is responsible for the ongoing management of the Fund. As Trustee, Diversa Trustees employ specialist providers to help look after the Fund and its investments which are outlined in the 'Directory' section at the end of this Annual Report.

As Trustee, Diversa Trustees aims to ensure that all legal and compliance obligations are properly met. It is responsible for compliance with the Trust Deed of the Fund, including ongoing satisfaction of legislative requirements, and monitoring of risk controls as specified in its' risk management framework.

In summary, the Trustee's role generally incorporates:

- fund registration,
- issue of disclosure documents,
- compliance monitoring against legislative and regulatory requirements, and
- risk management.

The names of the Directors of the Trustee as of 30 June 2020 are as follows:

- Vin Plant (Chair),
- Murray Jones,
- Robyn FitzRoy,
- Andrew Peterson, and
- Fiona McNabb.

Remuneration

The Directors of the Board did not receive and are not due any remuneration from the Fund in connection with the management of the Fund. Directors fees are paid by Diversa Trustees Limited.

Board committees

The Board of the Trustee is committed to strong principles of corporate governance, including continuous improvement of its performance and processes.

The following committees assist the Board, which in some cases involves engagement of external experts:

- Investment Committee, and
- Audit, Compliance, Risk and Remuneration Committee.

No penalties were imposed this year on any responsible person under Section 38A of the *Superannuation Industry (Supervision) Act 1993*.

Professional indemnity insurance

Diversa Trustees has professional indemnity insurance to protect the Trustee, its directors and the Fund against certain losses or liabilities. The indemnity insurance cover is subject to the terms and conditions of the relevant policy and complies with the requirements of Section 912B of the *Corporations Act 2001*.

The Trust Deed

The governing rules of the Fund are set out in the CCIST Trust Deed. The Board has some powers to alter the Trust Deed. A copy of the Fund Trust Deed can be found at www.diversa.com.au.

Compliance

CCIST is regulated and comply with the *Superannuation Industry (Supervision) Act 1993* (SIS Act). The Fund lodges a return with APRA every year and has not received a notice of non-compliance from APRA. No penalties have been imposed in respect of the Fund under the relevant superannuation legislation.

Internal Auditor

The Trustee has appointed RSM Australia Pty Ltd, ABN 33 009 321 377 as the internal auditor of the Fund, to analyse and improve the controls and performance of the Fund. RSM Australia Pty Ltd can be contacted by writing to RSM Australia Pty Ltd, GPO Box 5138 NSW 2001. The Trustee may change internal auditors from time to time.

About CCIST

CCIST is designed to provide insurance benefits to employees of participating employers in a superannuation environment. The participating employer pays the cost and in doing so, may provide members with financial protection against adverse future events such as death or total and permanent disablement.

For employers, CCIST can be a convenient way of arranging tax effective life insurance for employees. Contributions paid into the CCIST by employers will generally be tax deductible to the employer.

CCIST is a flexible, cost-effective superannuation fund designed to meet the superannuation needs of members by providing death benefits to dependants and, in some cases, total and permanent disablement (TPD) benefits to members.

CCIST has no investment component, and as such members will not accrue an account balance. The contributions paid to the CCIST by employers for each member are held until insurance premiums are paid, or insurance proceeds are paid to a member. The investment objective is to maintain the capital value of the funds and this is done solely by holding money in the CCIST bank account. The CCIST does not invest in derivatives.

Employer's Contributions

As benefits within the CCIST relate to insurance only, members are not able to make any contributions or rollovers for accumulation purposes within the CCIST.

The participating employer will make employer contributions on behalf of members. These contributions will be equal to the Insurance Premium payable for the insurance cover as detailed in the applicable PDS Part B: Employee Insurance Guide.

Features

- Insurance protection for members within a superannuation environment
- Death cover and total and permanent disablement cover if selected by employer
- Insurance premiums paid by participating employer not the member
- Binding and non-binding beneficiary nominations

For detailed information about these features see the CommInsure Corporate Insurance Superannuation Trust's ("CCIST") Product Disclosure Statement (PDS). For a copy of the PDS contact the CCIST Administrator using the contact details in the Directory at the back of this

Membership of the Fund

At 1 July 2019	7,036
New members	1,044
Members who left the CCIST	56
At 30 June 2020	8,024

News in superannuation

This update was compiled as at October 2020 and is subject to change. For up to date information relating to taxation of superannuation, go to ato.gov.au or contact the Fund.

It's been another significant financial year, with further changes to laws by the Federal Government for superannuation, as well as amendments to support the economy through COVID-19, with certain opportunities becoming available, some of which may apply to you.

Contributing to Super

The 'work test'

From 1 July 2020, Australians aged 65 and 66 don't need to meet the 'work test' to make a voluntary contribution.

However, the 'work test' is still applicable after you turn age 67 up until you turn age 75. To meet the 'work test' you must be gainfully employed or self-employed (for reward) for a period of at least 40 hours in a period of 30 consecutive days in the financial year in which the contribution is made.

'Work Test exemption'

For individuals aged 65 to 74, the 'work test exemption' has applied since July 2019. To meet the criteria, you must have:

- Satisfied the work test in the financial year preceding the year in which you made the contribution,
- A total superannuation balance of less than \$300,000 at the end of the previous financial year, and
- Not previously used the work test exemption.

From age 75

At age 75 or older, you can no longer make any after tax contributions to your super, even if you satisfy the work test or the work test exemption and your total super balance is less than the Total Superannuation Balance Cap. There is one exception. You can make a voluntary personal contribution provided it is received by the fund within 28 days of the date on which you turn 75. The Total Superannuation Balance Cap is currently \$1.6 million and includes all accumulation and pension superannuation assets.

Spouse Contributions

If you are eligible, your spouse can make after tax contributions to your super on your behalf.

From 1 July 2020, the age limit for spouse contributions has risen from age 69 to age 74. If you are aged 67 to 74 you will still need to meet the work test or satisfy the work test exemption criteria. Previously, you were eligible if you had not reached age 65, or you had reached preservation age but were aged up to age 69 and met the work test or work test exemption. The contribution must also be paid from an account in the name of your spouse or a joint account where your spouse is an account holder.

A 'spouse' includes your husband or wife via marriage or a person you are in a relationship that is registered under certain state or territory laws or another person, who although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

Contributions Caps

There are limits to the amounts of contributions you are able to make to your super each financial year in order to be taxed at lower rates. These limits are called contribution caps. The cap amount and how much tax you need to pay depends on your age, the financial year that the contribution relates to and whether the contributions are concessional (before-tax) or non-concessional (after-tax) contributions.

Caps for the upcoming financial year 2020-2021:

- the concessional contributions cap is \$25,000 irrespective of your age.
- the non-concessional contribution cap is \$100,000 per year.

Carry Forward arrangements

Concessional cap – Carry forward arrangements

Since 1 July 2018, you have been able to carry forward an unused amount of your concessional contributions cap. The first year in which you have been able to increase your concessional cap by the amount of unused cap was 2019-20, but only if you had a total super balance of less than \$500,000 at the end of 30 June in the previous year. Unused amounts are available to you for a maximum of five years, and will expire after this if not used.

Non Concessional contribution cap – Bring Forward arrangements

For the 2020-21 financial year, it was proposed to extend the non-concessional cap bring-forward rule to people up to the age of 67. However, at the time of writing, this is not yet law. Currently, if you are under age 65, and are eligible, you may be able to make non-concessional contributions up to three times the annual non-concessional contributions cap in a single year in any one three-year-period.

That is, you can contribute up to \$300,000 in any one three-year period, depending on your total superannuation balance. This means, that when you make contributions greater than the annual cap, you automatically gain access to future year caps. You can then make further non-concessional contributions after the end of that three-year period, up to your non-concessional contribution cap, provided your total superannuation balance is still less than \$1.6 million.

Further information including eligibility criteria can be found in the Super caps, rates and thresholds factsheet available on the Funds Secure Online Portal or at ato.gov.au/super. Contribution caps may change from time to time. Refer to ato.gov.au/super for up to date information.

Accessing your super early

There are very limited circumstances when you can access some or all of your super before you reach your preservation age or retire. These circumstances are related to specific medical conditions, severe financial hardships, or specific legislation such as the First Home Super Saver scheme (FHSS).

The First Home Super Saver (FHSS) scheme

Since 1 July 2018, you've been able to withdraw up to \$30,000 you may have voluntarily contributed to your super account since 1 July 2017 for the purposes of buying your first home. The benefit of this scheme is that because your deposit is being saved through super, you could pay less tax than on outside-super savings.

There have been some changes to the FHSS scheme which came into effect on 1 July 2019. These were:

- The FHSS scheme can only be used to buy a home in Australia,
- You must apply for and receive a FHSS determination from the Australian Taxation Office before signing a contract for your first home or applying for the release of your FHSS savings, and
- You have 12 months from the date you made a release request to either sign a contract to purchase or construct your home (and notify the ATO within 28 days of signing) or recontribute the assessable amount FHSS amount (minus withheld tax) into your super and notify the ATO within 12 months of the valid release request date.

Financial hardship and Incapacity

Early access from super can be considered as follows:

By application to the Fund for consideration by the Trustee:

- Severe financial hardship,
- Temporary incapacity,
- Permanent incapacity, and
- Terminal illness.

By application via my.gov.au and regulated by the ATO:

- COVID-19 early release from super,
- Compassionate grounds, and
- First home super saver scheme

Coronavirus Economic Response Package Omnibus Bill

Changes were made to super by the Federal Government as part of the coronavirus Economic Response Package Omnibus Bill 2020 which received Royal Assent on 24 March 2020. The two measures which impacted super were the Temporary Early Access to Superannuation (Early release) and Superannuation Drawdowns.

COVID-19 Early release from super

From 20 April 2020, members with super accounts were able to apply for an early release of up to \$10,000 of their super. Members were also able to apply for an additional release of \$10,000 from 1 July 2020 up until 24 September 2020. Subsequently, the Government made a further change enabling the additional release of \$10,000 post 1 July 2020 to continue up until 31 December 2020.

Amounts paid from a members super Account will be tax free, will not affect Centrelink or Veteran's Affairs payments. The amounts will be treated as non-assessable non-exempt income, will not be counted as income and will not be considered under any income or means test. Members can only apply once in each financial year, so can make two applications at most per person.

In addition, members who satisfy a financial hardship or compassionate condition of release can still apply for these in addition to the early release of super.

Details on meeting eligibility requirements, and accessing funds for the 'COVID-19 Early Release from Super' can be found at ato.gov.au/super, including ato tv outlining how easy it is to set up a MyGov account.

Superannuation Drawdowns

Changes to superannuation drawdowns were effective from 25 March 2020. The minimum drawdowns were reduced to provide support for retirees to enable them to manage market volatility and reduce the impact of the downturn on retirement savings in the drawdown phase.

These were implemented for the 2019/2020 financial year, and continued for the 2020/21 financial year, and pension payment minimum amounts were halved for:

- Account based annuities and pensions including transition to retirement income streams,
- Allocated annuities and pensions,
- Market-linked annuities and pensions also known as term allocated pensions.

Options provided included:

- submit new instructions to vary pension drawdown amounts, or to
- continue on as normal.

If the Fund did not receive any new instructions from you to amend pension payments, the Trustees' default position was for the administrator to continue to drawdown at the pre-existing level. This meant, the new pension minimums were applied on an opt-in basis for the remainder of the financial year, and continuing into the 2020/21 financial year.

Transition to Retirement Pensions are a form of an account-based pension, and have both minimum and maximum payments to consider when opting in and lodging a superannuation drawdown.

To halve or minimise your pension income stream, you need to 'opt in' and provide a new pension payment instruction. This can be done by:

- Forwarding in a letter request by email, ensuring it is clear what you are asking for,
- For certain digital super funds, completing an amendment to the pension payment via the Secure Online Portal, or
- Forwarding in a completed and signed pension payment request form.

Further information on both Superannuation Drawdowns can be found at ato.gov.au/super.

Protecting Your Superannuation Package Legislation

Changes to your insurance cover

Protecting Your Superannuation Package legislation came into effect from 1 July 2019. This required funds to cancel members' insurance cover when an account is considered "inactive" – that is, the account hasn't received a contribution or rollover for 16 months (regardless of your account balance), and you have not advised us that you want to keep your insurance cover.

The Fund regularly communicates with members to provide notifications of the possible cancellation of their insurance at 9 months, 12 months and at 16 months after the account has last received a contribution. Where members wish to retain their insurance cover, they may 'opt in' by completing, forwarding or emailing to the Fund the opt in to maintain or reinstate insurance cover form. This form can be found on the Secure Online Portal in the FAQ/Forms tab.

Caps on certain fees

Since 1 July 2019, a cap has been applied on administration fees, investment fees and certain costs charged to your account if your account has a balance of \$6,000 or less on the last day of the financial year (or when the account is closed). The first year this has been applied is as at 30 June 2020.

That cap for those with a balance of \$6,000 or less is 3% of your account balance. If you're charged more than this during the financial year, you'll be refunded the excess within three months from the end of the financial year, or at the time you close your account. In addition to the above, exit fees have been banned on all super accounts. Please note that other fees might still apply.

Unclaimed Super Monies Act (Amendment)

Note: The unclaimed super monies payment due to be paid by the Fund in April 2020 was deferred until 31 October 2020 due to COVID-19.

Treatment of inactive low-balance super accounts

Since 31 October 2019, if you have had an inactive low-balance account, the ATO will try to match said account with your active one. This also applies to accounts identified as being low-balance and inactive from 30 June 2019, which if they have not been activated, must be transferred to the ATO by 31 October 2019.

The exception to this is where you have provided a written notice to the ATO declaring that you are not a member of an inactive low balance account. If this applies to you, you can authorise the Fund to provide the written notice to the ATO on your behalf. The notice must be provided to the commissioner of Taxation on or before the relevant due date for the payment to the ATO.

The notice is valid for 16 months, and after that period if your Account remains an inactive low balance Account, you will need to complete another declaration every 16 months if you wish your funds to remain in your Account.

Further information on unclaimed super monies and inactive low-balance super accounts can be found in the Important Information section of this Annual Report or on the ATO website at <https://www.ato.gov.au/Individuals/Super/In-detail/Growing-your-super/Inactive-low-balance-super-accounts/>.

Alternatively, if you make a contribution or rollover to your Account, make changes to your insurance, or change your investment options, before the transfer date, your account will be considered 'active' and won't be closed or transferred to the ATO.

Putting Members Interests First Act 2019 (PMIF)

This Bill was passed by Federal Parliament in September 2019, and came into effect on 1 April 2020.

It is designed to protect low balance accounts and the superannuation savings of members aged under 25 from balance erosion due to insurance coverage they may not need.

From 1 April 2020, insurance cover is now only offered on an opt-in basis – meaning you'll have to choose to participate in insurance cover, rather than having it applied by default – if you're under 25 or have a balance less than \$6,000.

There is one exception to this, and that's if you work in what's determined to be a "dangerous occupation" such as the police force, truck driving, farming or concreting. Default Insurance Cover held should also be considered, as certain occupations including those noted as 'dangerous' are excluded from cover.

Further information on PMIF Frequently Asked Questions can be found on the Federal Government website <https://www.apra.gov.au/putting-members-interests-first---frequently-asked-questions>.

Important information

The CCIST's Financial Accounts

This is an abridged summary of the CCIST's audited accounts for the year ended 30 June 2020. The full audited accounts, including the audit report are now available. If you would like a copy please contact the CCIST Administrator (see contact details in the Directory on the back cover).

CommInsure Corporate Insurance Superannuation Trust (CCIST) Statement of Financial Position as at 30 June	2019	2020
	\$	\$
ASSETS		
Cash and cash equivalents	2,251,595	1,319,967
Other assets		
Prepaid insurance premiums	251,354	–
Other receivable	–	3,361
Total assets	2,502,949	1,323,328
LIABILITIES		
Unearned premium / contributions revenue	252,841	1,487
Current tax liability	1,415	82
PAYG tax provision	8,274	–
Insurance premiums payable	510,856	298,678
Benefits payable	1,717,110	1,002,433
Total liabilities (excluding net assets available to pay benefits)	2,490,496	1,302,680
NET ASSETS AVAILABLE TO PAY BENEFITS	12,453	20,648
Represented by:		
Liability for accrued benefits		
Allocated to members' accounts		
Operational Risk Reserve	9,000	9,000
Not yet allocated	3,453	11,648
	12,453	20,648

Statement of Member Movements

CommInsure Corporate Insurance Superannuation Trust (CCIST) Statement of changes of member benefits for the year ended 30 June	2019	2020
	\$	\$
Opening balance of member benefits	–	–
Contributions		
Taxable contributions - employer	4,163,759	4,029,346
Net contributions	4,163,759	4,029,346
Group life insurance proceeds	(5,606,991)	(2,463,137)
Insurance premiums paid	(4,163,759)	(4,029,346)
Death and disability benefits credited to member accounts	5,606,991	2,463,137
Closing balance of member benefits	–	–

* The Funds financial accounts have been prepared in accordance with accounting standard AASB1056 Superannuation Entities applicable to reporting periods on or after 1 July 2016. The Funds financial accounts and audit report can be made available to members on request by phoning Member and Adviser Services (Refer Directory on the back page).

Reserves

The Trustee maintains the following reserves in the Fund for the benefit of members. Reserves are held to meet licence conditions, facilitate administration efficiency and are invested for the benefit of members.

Operational Risk Financial Requirement

Trustees of super funds are required to establish and maintain an Operational Risk Financial Reserve (ORFR) which complies with prudential requirements to ensure that the Trustee has sufficient financial resources to provide for member and/or beneficiary losses arising from an operational risk event such as incorrect benefit payments due to human or system error, unit pricing errors and loss of data. The reserve is funded from fees and other costs. Expense recovery fees may include a transfer to the ORFR to meet this regulatory requirement. Please refer to the current PDS and PDS Guides for more information.

CCIST ORFR (as at 30 June 2020)	2020	2019	2018
	\$'000	\$'000	\$'000
Balance	9,000	9,000	9,000

Types of unclaimed super

Superannuation legislation requires the Trustee of the fund to transfer information and superannuation benefits to the Australian Taxation Office (ATO) when member benefits are classified as Unclaimed Super. There are two ATO reporting periods each year (by 31 October for the 30 June six-month period, and by 30 April for the 31 December six-month period).

- **Member aged 65 years or older**– your Account has been inactive for two years or more, and we have not been able to make contact with you for five years.
- **Non-member spouse** – An amount payable to a non-member spouse as a result of a family law superannuation split, and after making reasonable efforts to contact, the non-member spouse, and after a reasonable period has passed, we are unable to ensure that the non-member spouse will receive the amount.
- **Deceased member** – the trustee is unable (after reasonable endeavour) to locate a beneficiary to pay your benefit to.
- **Temporary residents** – temporary residents permanently leaving Australia have up to six months to claim their super and if not claimed the amount will be transferred to the ATO.
- **Former temporary resident member** and you have not claimed your benefit after six months from your visa expiry or cancellation date and you are not an Australian or New Zealand citizen.
- **Small and insoluble lost member** – when your balance is less than \$6,000 (small lost member Account). and you are considered as:
 - uncontactable – two pieces of mail sent to you have been returned undelivered, no contributions or rollovers have been received within the last 12 months, and the fund is satisfied that it will never be possible to pay an amount to the member (insoluble lost member Account).
- **Holding an inactive low-balance account** – A super account is an inactive low-balance Account if all of the following criteria are met on unclaimed money day where:
 - no contribution or rollover has been received for 16 months,
 - the account balance is less than \$6,000,
 - the member has not met a prescribed condition of release,
 - the account is not a defined benefit account,
 - there is no insurance on the Account,
 - the Fund is not a self-managed Super fund (SMSF) or small Australian Prudential Regulation Authority (APRA) Fund.

When is an inactive low-balance Account considered active?

An inactive low-balance Account is deemed to be active if any of the following have occurred within the last 16 months. The member:

- Changed their investment options,
- Changed or elected to maintain the insurance coverage,
- Made or amended a binding beneficiary nomination,
- Notifies the Fund or ATO in writing that they are not a member of an inactive low-balance Account, or
- Owes the super provider an amount in respect of their membership.

Further information can be obtained from the website [ato.gov.au/Individuals/Super/Growing your super](https://ato.gov.au/Individuals/Super/Growing_your_super).

Member statements

Your Annual Member Statement is forwarded to you annually. Additionally, we also publish product updates and communications online.

Superannuation surcharge tax

While the superannuation surcharge was abolished with effect from 1 July 2005, the ATO may still issue assessments in relation to previous years. Any amounts deducted by the Fund in relation to the superannuation surcharge tax payable will be reflected in the transaction section of your Annual Member Statement.

Temporary residents

If you have worked in Australia on a temporary visa and you have super in Australia, you can apply after you leave Australia, to have this super paid to you as a departing Australia superannuation payment (DASP).

If you have not claimed your super after you have left Australia for at least 6 months, and your visa has expired or been cancelled, your super will be transferred to the ATO as unclaimed super money. You can subsequently access your benefit from the ATO. The ATO can be contacted on 13 10 20. We are not obliged to notify or give an exit statement to you if we transfer your super to the ATO after you depart Australia.

There are limited conditions of release available to a member who is or was a temporary resident. Accounts in respect of all temporary resident members (irrespective of whether or not they have left Australia) will only be able to be released under the following conditions:

- death or terminal medical condition,
- permanent incapacity,
- departing Australia permanently – applies to temporary residents who apply in writing for release of their benefit,
- Trustee payments to the ATO under the Superannuation (Unclaimed Money and Lost Members) Act 1999, or
- temporary incapacity and/or release authorities under the Income Tax Assessment Act 1997.

Note: If you are a New Zealand citizen or you become an Australian citizen or permanent resident these changes will not apply to you.

Eligible rollover fund

Subject to any obligation to pay lost member benefits to the ATO, in situations where your member benefit is classified as lost super monies, there are circumstances in which the Trustee would pay a member benefit to an eligible rollover fund (ERF). An ERF receives and invests the entitlements of superannuation fund members in certain circumstances

The Trustee may transfer your superannuation benefit to the Plan's ERF if you become:

- an inactive member (that is, you joined the Plan more than 16 months ago, but in the last 16 months there have been no contributions or rollovers credited to your Account), or
- a lost member (that is, two items of written communication from the Plan have been sent to your last known address and have been returned unclaimed).

Being transferred to an ERF may affect your benefit because:

- you will cease to be a member of the Plan,
- any insurance cover you had with the Plan will cease, and
- you will become a member of SMERF and be subject to its governing rules.

The ERF currently selected by the Trustee is:

Super Money Eligible Rollover Fund (SMERF)

Phone: 1800 114 380

Write: PO Box 1282, Albury NSW 2640

Visit: www.smerf.com.au

Disclosure of Interest

The Trustee is also the Trustee of SMERF and receives remuneration in this capacity.

The future of ERFs

The Government has been working towards the closure of Eligible Rollover Funds, however due to COVID-19 the effective date of the proposed change was deferred until 2021. The Trustee is monitoring the passage of the *Treasury Laws Amendment (Reuniting More Superannuation) Bill 2020*, and if passed, will issue communications to all members advising of the change.

Privacy

We are committed to ensuring the confidentiality and security of your personal information. We will only collect, use and disclose this information for the purposes of processing and administering your accounts and providing services to you, unless otherwise required by law. We are bound by the Privacy Act and the National Privacy Principles, as regulated by the Federal Privacy Commissioner, to protect such information from misuse and loss, unauthorised access, modification and disclosure.

You can obtain a copy of the Trustee's Privacy Policy from the Privacy Officer by contacting the Fund on the details found at the back of this report.

Conflicts

The Trustee's approach to conflicts management is governed by its Conflicts Management Policy, which sets out the principles and the minimum requirements of the Trustee. Conflicts are identified, recorded and managed on an ongoing basis via the Trustee's registers of relevant duties and interests and via other related Trustee policies, systems and processes. Training and awareness with respect to the Trustee's Conflicts Management Framework is undertaken annually. **Further information can be found at www.diversa.com.au/trustee/governance.**

Enquiries and Complaints

The Trustee has set up a formal procedure for dealing with complex enquiries and complaints about your CCIST Account, including insurance. You can make an initial enquiry by phoning Member and Adviser Services, or you can formally register your complaint by email or by writing to the Complaints Officer: A summary of the enquiries and complaints process will be provided with an acknowledgement at the time of your enquiry or complaint. We aim to resolve all complex enquiries and complaints quickly and fairly.

Phone: 1300 926 299

Write: PO Box 1282, Albury NSW 2640

Email: CCIST@smasuper.com.au

AFCA

If you are not satisfied with the final decision, or we have not responded within 90 days from the date that your complaint is received, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA), our external dispute resolution (EDR) scheme.

AFCA is an EDR scheme that deals with complaints from consumers in the financial system. AFCA replaced the Superannuation Complaints Tribunal. Strict time limits apply for lodging certain complaints with AFCA; otherwise AFCA may not be able to deal with your complaint.

To find out if AFCA can handle your complaint and determine the type of information you need to provide, AFCA contact details are as follows:

Information on request

The following information is available on the Fund website, Insurer, or the Trustee and and/or by contacting Member and Adviser Services (refer to the Directory on the back page):

- the Fund's various Product Disclosure Statements (including Investment Guide, Insurance Guide and Additional Information Guide which are incorporated by reference, where applicable),
- the Fund's regular investment performance
- recent member newsletters,
- the Fund's Trust Deed and Rules,
- all forms, e.g. the Nomination of Beneficiaries Form,
- information about your benefit entitlements, and
- any other information that may help you understand particular investments of the Fund or its management.

Disclaimer

Reasonable care is taken to ensure that information is correct, however neither the Trustee nor its service providers accept responsibility for any errors, misprints or for anyone acting on this information. The Trustee reserves its right to correct any errors or omissions.

The terms of your membership in the Fund are set out in the Fund's Trust Deed and any applicable insurance policy. Should there be any inconsistency between the Annual Report and the Fund's Trust Deed, the terms of the Fund's Trust Deed will prevail.

The Trustee reserves the right to amend the terms and conditions of the Fund in accordance with the provisions of the Trust Deed and superannuation law. The Trustee may also withdraw the PDS and close the Fund.

Directory

Obtaining further information

Client Services

Phone: 1300 926 299

Email: CCIST@smasuper.com.au

Website: smasuper.com.au

Mail: PO Box 1282 Albury NSW 2640

Trustee

Diversa Trustees Limited

ABN 49 006 421 638 AFSL No. 235153

RSE Licence No L0000635 GPO Box 3001

Melbourne VIC 3001

Auditors

PricewaterhouseCoopers

ABN 52 780 433 757

Freshwater Place

2 Southbank Boulevard

Southbank VIC 3006

Custodian

JP Morgan Nominees Australia Limited

ABN 75 002 899 961

Level 21, 55 Collins Street

Melbourne VIC 3000

Insurer

The Colonial Mutual Life Assurance Society Limited

ABN 12 004 021 809 AFSL No. 235035

Level 12, 52 Martin Place,

Sydney NSW 2000

Administrator

OneVue Super Services

ABN 74 006 877 872 AFSL No. 246883

PO Box 1282

Albury NSW 2640