



HEALTHIER, LONGER,  
BETTER LIVES

# SUPER RETIREMENT FUND

2020–2021 Annual report to members

Equity Trustees Superannuation Limited  
ABN 50 055 641 757 AFSL 229757 RSE NO L0001458

# Abbreviations

Abbreviation	Description
APRA	Australian Prudential Regulation Authority
ATO	Australian Taxation Office
AIA Australia, the Administrator, Investment Manager, Insurer	AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (AIA Australia)
Corporations Act	Corporations Act 2001 and Regulations
Report	Annual report
RSE Licence	Registrable Superannuation Entity Licence
SRF	Super Retirement Fund
SIS	Superannuation Industry (Supervision) Act 1993 and Regulations
TVP	Trustee Voluntary Payment
the Fund	Super Retirement Fund ABN 40 328 908 469
TFN	Tax File Number
ETSL, Trustee, we, us, our	Equity Trustees Superannuation Limited (ETSL) ABN 50 055 641 757 AFSL 229757 RSE L0001458, ETSL is not part of the AIA Group.

This Report is issued by AIA Australia on behalf of Equity Trustees Superannuation Limited, trustee of the Super Retirement Fund.

AIA Australia is the Administrator, Investment Manager and Insurer.

The AIA Group, except to the extent expressly stated otherwise in this 2020–2021 Report to Members, does not guarantee, or in any way stand behind, the performance of the Fund or the repayment of the capital or interest from the Fund. Investments in the Fund are not deposits or liabilities of the AIA Group (other than AIA Australia or the Trustee), and investment-type products are subject to investment risk including possible delays in payment of benefits and loss of principal invested.

It is important to remember that your rights and benefits will be determined in accordance with the Fund Trust Deed and Rules and the respective life insurance policies where applicable, between the Trustee and the Insurer.

# CONTENTS

Abbreviations.....	2
Introduction.....	4
Information about the Fund.....	6
Super News.....	8
Information about the Fund’s investments.....	10
Transferring your monies to the Australian Tax Office (ATO).....	12
Your personal information.....	13
Enquiries and complaints resolution.....	16
Directory.....	17

# INTRODUCTION

We are pleased to provide you with the Super Retirement Fund 2020–2021 Annual Report to Members.

If you would like us to send you a printed copy of this Report, please call us.

This Report provides you with an update on issues concerning your investment in the Fund and general information and details of the management of the Fund. This Report also outlines how you can obtain additional information about the Fund.

Your Annual Statement and this Report provide details of your benefits in the Fund.

If you have any questions about your superannuation benefits, please contact your financial adviser or call us on the number applicable to your product listed on page five.

The information in this Report has been prepared without taking into account your objectives, financial situation or needs. You should, before acting on this information, consider its appropriateness to your circumstances. You should speak to your tax adviser in relation to taxation issues and consider talking to a financial adviser before making any investment decision.

You can find information about product updates and changes to superannuation rules at [aia.com.au/srf-product-news](https://www.aia.com.au/srf-product-news).

## This Report relates to the following products within the Super Retirement Fund

<b>Customer Service 1800 624 100</b>	<b>Customer Service 1800 631 600</b>	<b>Customer Service 13 1778</b>	<b>Customer Service 13 2015</b>
Living Money	Managed Investment SuperPlan	Superannuation Bond	SuperSelect
CPI Pension	Managed Personal SuperPlan	SuperFlex Superannuation	PensionSelect
Retirement Plus Account	Personal SuperCARE	Lifebuilder Superannuation	Personal Superannuation & Rollover Plan
Personal Superannuation Bond	SuperGuaranteeCARE	Superannuation Bond “S” Series	
Superannuation Bond	SuperUnits	SuperPlan	<b>Customer Service 13 1056</b>
Retirement Investment Plan	Retirement Saver Series 2	Wealth Portfolio	Umbrella Term Plan Super
Retirement Accumulation Plan	Retirement Saver	PruPlan Superannuation “PruLink”	Total Care Plan Super
Life Umbrella Super	Retirement Saver Plus	PruPlan Superannuation	Term Life Super
Money Plan Super	SuperLink	PruPlan Plus	Income Protection Super
Umbrella Investment Plan Super	SuperLink Plus Series 2	PruPlan Superannuation “Unit-Linked”	Low Cost Life Super
Umbrella Financial Plan Super	SuperLink Plus Series 3		
Endowment	SuperWise Series 4	<b>Customer Service 1800 552 660</b>	
Pure Endowment	SuperWise Series 5	MasterFund Superannuation	
Whole of Life		Flexible Income Retirement Plan	
PruPac		Select Allocated Pension	
		Select Personal Superannuation	
		Personal Superannuation Portfolio	

# INFORMATION ABOUT THE FUND

## About the Trustee

Equity Trustees Superannuation Limited is the trustee of the Fund. The Trustee is a holder of a Registrable Superannuation Entity Licence under SIS. The Fund is a Registrable Superannuation Entity in accordance with SIS.

The Trustee's role is to make sure that the Fund is administered in accordance with the Trust Deed, SIS and other superannuation law, and in the best interest of members of the Fund.

No penalties have been imposed on the Trustee under superannuation law.

## Annual Member Meeting

It is a legislative requirement for the Trustee to have an Annual Member Meeting. The Trustee is planning on having this meeting on the 13th of December and will write to members with details of the meeting prior to the event.

## Indemnity insurance

The Trustee as a member of EQT Holdings Limited Group, is covered under the Group's 'Directors & Officers' indemnity and professional indemnity insurance policies.

## Reserves

The Fund does not carry any reserves.

## Financial information

During the reporting period, all assets of the Fund were invested in life insurance policies (Investment Policies) issued by AIA Australia. Insurance benefits (if applicable) are provided to the respective products in the Fund through life insurance policies (Life Policies) issued to us by AIA Australia.

All benefits due to the Trustee under the respective Investment and Life Policies are paid from, or from a combination of, the AIA Australia No. 1, 2L, 3 and 4 Statutory Funds (depending upon the nature of the benefit being paid).

Benefits applicable to each member are wholly determined by reference to the respective Life Policies. As a result, the Fund is exempt from providing the audited fund accounts for the relevant reporting periods in this report.

When requested in writing, we will make copies of the following information available to you free of charge once each year:

- a copy of the recent audited accounts of the Fund; and
- a copy of the auditor's report.

You can also request certain other information relevant to the Fund or your entitlements. In some cases, however, we may charge a fee.

## The Trust Deed

Subject to law, the Fund's Trust Deed outlines the rights and obligations of the Trustee and Members.

The Trustee can change the Trust Deed at any time, although any change that may adversely affect your benefits is generally only possible if:

- SIS expressly permits it; or
- all affected Members agree to the change; or
- APRA agrees.

We will let you know if we make a change to the Trust Deed that affects you as required by law. A copy of the Trust Deed is available by calling us.

## Trust Deed changes

During the period 1 July 2020 to 30 June 2021 there were no Trust Deed amendments.

## Complying status of the Fund

The Fund is a complying superannuation fund and is eligible for concessional tax treatment. The complying status of the Fund can only be revoked in exceptional circumstances. It is the Trustee's intention to ensure that the Fund continues as a complying superannuation fund.

## Superannuation contributions surcharge

If you are liable for superannuation contributions surcharge, the amount will be deducted from your account and will be reflected in your annual statement for the financial year in which the deduction was made.

## Best financial interests duty

From 1 July 2021, superannuation trustees will have a new obligation to act in the best financial interest of members. The onus will be on the trustee to prove that it is acting in the best financial interests of members. To support this change, record keeping requirements will be prescribed and trustees must keep records to demonstrate compliance with the best financial interests duty.

## Completed transfer of CMLA's Life Business to AIA Australia Limited (AIAA)

In September 2017, AIA Group announced the acquisition of Commonwealth Bank of Australia's life insurance business (CommInsure Life) in Australia, including The Colonial Mutual Life Assurance Society Limited (CMLA).

On 15 March 2021, the Federal Court of Australia ("the Court") confirmed the transfer of CMLA's life insurance business to AIA Australia (AIAA) under Part 9 of the Life Insurance Act 1995 (Cth) (the Transfer). The Court confirmed Thursday 1 April 2021 as the Transfer effective date, or the date the Transfer was legally complete.

From 1 April 2021, AIAA became the Administrator and Insurer of your Fund. The name of your Fund changed from the Colonial Super Retirement Fund (CSRF) to the Super Retirement Fund (SRF) and some product names will also change to remove references to Colonial and Commonwealth brands. The acquisition does not change how your product is administered or any of the insurance cover that you may hold as a member of the fund, and you do not need to do anything.

The acquisition will not affect or change:

- the terms and conditions of your product;
- active complaints you may have lodged
- active requests or applications you have submitted
- how your product is administered; or
- our commitment to quality support and service.

As a result of the Transfer the change in asset ownership triggered the crystallisation of tax. To ensure members are not negatively impacted, compensation has been paid to all potentially affected members via increases in unit prices or crediting rates (and not as a direct transaction on your account).

# SUPER NEWS

## Changes impacting superannuation

The below changes have been legislated and, depending on your individual circumstances, may have an impact on you.

### COVID support

Last year as part of the Federal Government's Economic Response Package, the minimum superannuation drawdown rates for pensions were reduced by 50 per cent for the 2019–20 and 2020–21 financial years.

The Government has announced it will extend this reduction to the 2021–22 income year as the significant losses in financial markets, due to COVID are still having a negative effect on the superannuation balances of many retirees.

For more information on the services available to support you, visit [moneysmart.gov.au/covid-19](https://moneysmart.gov.au/covid-19)

## Superannuation Guarantee (SG) percentages

From 1 July 2021, the prescribed SG rate will increase to 10 per cent (from the current rate of 9.5 per cent).

This increase will require employers to contribute an additional half per cent to meet their SG obligations for the financial year ended 30 June 2022.

The minimum SG rate is currently legislated to gradually rise to 12 per cent over the next five years as set out in the table below. Source: [www.budget.gov.au](https://www.budget.gov.au).

Year	SG Rate
Year starting 1 July 2020	9.5
Year starting 1 July 2021	10
Year starting 1 July 2022	10.5
Year starting 1 July 2023	11
Year starting 1 July 2024	11.5
Years starting on or after 1 July 2025	12

## Other superannuation rates and threshold changes

The Australian Taxation Office (ATO) has published its superannuation rates and thresholds for 2021–22. The following key changes have been applied:

- the Capital Gains Tax cap amount for non-concessional contributions is \$1.615 million
- the maximum super contribution base is \$58,920 per quarter
- the maximum superannuation co-contribution entitlement remains at \$500, the lower-income threshold increases to \$41,112 and the higher-income threshold increases to \$56,112
- the low-rate cap amount is \$225,000
- the general transfer balance cap is \$1.7 million.

For further information, please refer to <https://www.ato.gov.au/rates/key-superannuation-rates-and-thresholds/>

## Indexation of contribution caps

From 1 July 2021, the superannuation contribution caps will be indexed to the amounts in the table below:

Concessional contributions	Non-concessional contributions
\$27,500 per annum	\$110,000 per annum
Unused carry-forward concessional contributions – available for individuals with a total superannuation balance of less than \$500,000.	Bring forward non-concessional contributions – available for individuals aged under 67 up to a maximum of \$330,000 depending on the individual's total superannuation balance, at the previous 30 June.

## Reuniting More Super

The Government has recently passed the *Treasury Laws Amendment (Reuniting More Superannuation) Act 2021* to facilitate the closure of Eligible Rollover Funds (ERF) and to allow superannuation providers to make voluntary payments to the ATO. The ATO will then work to proactively reunite these funds with their owners.

As a result of this legislation, from 1 May 2021 any monies that were previously rolled over to SRF's ERF, SuperTrace, will now be sent to the ATO.

Further information on the Trustee’s policy on payments to the ATO can be found in the ‘Transferring your monies to the Australian Tax Office (ATO)’ section of this Report.

## More Flexible Superannuation

The *Treasury Laws Amendment (More Flexible Superannuation) Act 2021* makes amendments to the *Income Tax Assessment Act 1997*.

The changes enable individuals under 67 to make up to three years of non-concessional superannuation contributions under the bring-forward rule. This means individuals aged 65 and 66 who were not previously able to access the bring forward non-concessional contributions cap due to their age, may now do so. This change will apply to all non-concessional contributions made on or after 1 July 2020.

The changes also allow individuals who received a COVID-19 early release of super amount, the ability to re-contribute up to the same amount they received without the contributions counting towards their non-concessional cap. The contributions must not exceed the total amount of super accessed under the COVID-19 early release, can be made between 1 July 2021 and 30 June 2030 and cannot be claimed as a personal super deduction.

Additionally, from 1 July 2021 individuals who exceed their excess concessional contributions cap will no longer be required to pay the excess contributions charge. Individuals that exceed their contributions cap will still be issued with a determination and taxed at their marginal tax rate on any excess contributions, with a 15 per cent offset to account for the contributions tax already paid by their superfund.

## Your Future, Your Super

The Governments Your Future, Your Super package – announced in the 2020–21 Budget, is a comprehensive package of reforms designed to make sure the superannuation system delivers better outcomes for members. Below is a summary of some of the key changes that were legislated by the *Treasury Laws Amendment (Your Future, Your Super) Act 2021*.

### Single default account

From 1 November 2021, employers will be required to pay super into the individual’s existing account if they have one, unless another fund is selected. Employers will be able to obtain information about existing accounts from the ATO.

## Annual benchmarking of superannuation products

From 1 July 2021, APRA will be required to conduct annual performance tests on MySuper products and from 1 July 2022 for other products specified by the regulations. Trustees who fail an annual performance test must notify product holders of the failed test result. Trustees who fail the annual performance test two years in a row, will be prohibited from accepting new members into the underperforming products unless the prohibition is lifted by APRA.

The Act facilitates the establishment of a ‘YourSuper Comparison Tool’ to provide consumers with information about the performance of superannuation products including rankings, based on performance metrics such as fees and investment returns.

## Insurance in Super Voluntary Code of Practice (IIS Code)

The Insurance In Super Voluntary Code of Practice (IIS Code) was introduced in 2019, since its commencement there have been a number of legislative and regulatory reforms that have superseded and incorporated much of the IIS Code. On 30 June 2021, it was determined that the IIS Code be withdrawn with immediate effect and replaced by guidelines on claims handling and vulnerable consumers. The Trustee will be implementing these guidelines.

## More information on super changes

Further information is available at [aia.com.au/srf-product-news](https://aia.com.au/srf-product-news) and [ato.gov.au/Individuals/Super](https://ato.gov.au/Individuals/Super)

# INFORMATION ABOUT THE FUND'S INVESTMENTS

## Fund investment objectives and strategies

The Fund's investment objective is to provide a diversified range of investment options. The Fund's investment strategy is to invest in life insurance policies issued by AIA Australia in accordance with the governing rules of the Fund.

Details of the Trustee's investment objectives for the Fund as they relate to those products that have a savings benefit in the Fund are set out online.

Simply visit [aia.com.au/productperformance](https://aia.com.au/productperformance) for the *Annual performance report*.

## Investment performance

Additional investment performance information is available at [aia.com.au/productperformance](https://aia.com.au/productperformance).

If you require a printed version of your performance information, please call us on the corresponding phone number for your product listed on page five.

## Investment update

Investments are periodically reviewed to identify opportunities that may help enhance the investment returns and to respond to market changes. Changes have been made to a number of investment options over FY20/21.

For full details on investment options available in your product, including investment strategy and fees go to [aia.com.au/srf-investment-options](https://aia.com.au/srf-investment-options).

## Trustee policy towards use of derivatives

The Trustee does not use financial derivatives directly. Investment managers may use financial derivatives such as futures, options and forward rate agreements.

The use of financial derivatives will depend on the strategies of the individual investment options.

## Responsible investing

Environmental, Social and Governance (ESG) factors, can have a material impact on investment outcomes and therefore AIA Australia considers these factors when determining each investment option's strategy. AIA Australia is a signatory to the Principles for Responsible Investment (PRI), which provides a

framework for the mainstream global investment community to incorporate ESG factors into their investment processes.

AIA Australia outsources the implementation of most of its investment strategies to external investment managers and it is expected that each investment manager will have regard to ESG factors, including labour standards and ethical issues if they believe they will have a meaningful impact on investment performance. Each investment manager may have its own policy on the extent to which labour standards or environmental, social and ethical issues are taken into account when making investment decisions. When selecting managers, AIA Australia considers the extent to which each manager incorporates ESG factors into their investment processes.

AIA Australia does not have a predetermined approach for how managers or AIA Australia in the case of assets managed directly by AIA Australia, should consider labour standards or environmental, social or ethical factors when making investment decisions.

## Other investment information

In consideration of brokerage paid to stockbrokers for purchases and sales of assets held in the Fund, certain brokers directly or indirectly provide research and/or data on financial markets to the investment managers.

The holding of units is subject to investment and other risks. The investment managers do not endorse or otherwise recommend the Fund or guarantee or warrant the performance of the Fund. The Trustee is responsible for all applications, withdrawals, reports and enquiries relating to investment in the Fund.

## Where do we invest your money?

Your investment is pooled with money from other investors in one or more of AIA Australia's Statutory Funds 1, 2L, 3 and 4. The aim is to improve returns to all investors through the use of a range of investments usually unavailable to individual small investors. For unit-linked products, contributions are used to purchase units in your selected investment option/s. Changes in the value of these units constitute the investment returns.

In general terms, for participating and non-participating traditional and investment account business, your contributions are used to increase the equity in the underlying insurance policy. Bonuses at rates determined by AIA Australia take into account investment returns achieved.

## How we calculate your investment balance

You purchase units in the investment option(s) of your choice whenever you contribute, transfer and rollover amounts. Similarly, you redeem units to pay for any withdrawals, switches, insurance premiums, tax and fees. The value of your benefit is determined by multiplying the number of your units in each investment option by the relevant withdrawal unit price.

## Net earnings

The net investment earnings for members of the Fund are reflected in the value of the unit price for each investment option, rather than being credited or debited against individual member accounts. Changes in the unit price reflect the earnings of the assets in the Fund, after providing for tax and management fees.

## Method of allotment of earnings in all investment options

All income, including realised and unrealised capital gains and losses, and expenses for all investment options, are brought to account and are fully reflected in the unit price of that investment option. The unit prices of each investment option also provide for tax as appropriate.

## Switching between investment options

You can elect to switch between investment options at any time by completing the relevant switch form and sending it to us. You can obtain a copy of these forms by visiting [aia.com.au/super-reports](http://aia.com.au/super-reports) or calling us between 8.30am and 6pm (AEST/AEDT), Monday to Friday excluding public holidays.

## Applicable dates when transacting

If you enquire about unit prices for transactional purposes, we can provide historical prices or values only. Should you decide to transact, you will receive the applicable unit price on the date we receive and accept your completed documentation (including any additional requirements, if applicable) at our principal office of administration.

## The benefits of a financial adviser

The information in this Report is of a general nature only. It does not take into account your individual needs, objectives or personal circumstances. In order to determine which investment options best suit your needs, we recommend that you speak with a financial adviser. A financial adviser will be able to make a detailed assessment of your financial situation, help you define your investment goals and set a clear path to reaching them.

## Who are the parties involved in your investment?

ETSL is the Trustee of the Fund. The Fund invests in life insurance policies (Investment Policies) issued to the Trustee by AIA Australia.

AIA Australia is the investment manager and manages all investments of the Statutory Funds. AIA Australia delegates the investment of the Statutory Funds in which the Investment Policies invest to investment managers.

# TRANSFERRING YOUR MONIES TO THE AUSTRALIAN TAX OFFICE (ATO)

## Lost members

We will treat you as lost if you are uncontactable, meaning that:

- we have never had an address for you; or
- two written communications to your last known address return unclaimed; and
- we did not receive a contribution or rollover for you within the last 12 months. If you are lost at any time we will report this to the ATO. The ATO maintains a Lost Member Register. We will also need to tell the ATO if we subsequently find you, or if you subsequently transfer to another superannuation provider. Additionally, if you are lost and your account is less than \$6,000 we will pay this to the ATO.

If we transfer your account, you will no longer be an account holder of the Fund and any insurance cover that you may have in place will cease. If your account transfers to the ATO, you will be able to reclaim your money from the ATO at any time.

## Unclaimed benefits

In some circumstances your benefits in the Fund may become subject to unclaimed superannuation benefit laws. Superannuation money may become unclaimed if:

- you have reached age 65; and
  - no contributions or amounts have been received by you, or for you, for at least two years; and
  - the Trustee has not had contact with you for five years, after which time reasonable efforts to make contact were unsuccessful; or
- you die and the Trustee determines that an immediate benefit (other than a pension) is payable and the Trustee cannot find the person entitled to the benefit after making reasonable efforts to do so and after the passing of a reasonable period; or
- you cease to hold a temporary visa and leave Australia and the ATO requires payment of the benefit.

The Trustee will transfer unclaimed benefits to the ATO. Where the Trustee transfers such benefits, you should direct any request for payment to:

Unclaimed Super Money  
Australian Taxation Office  
PO Box 3578  
Albury NSW 2640

You can also contact the ATO on **13 10 20**. Alternatively, you can do an online search by logging on or creating a myGov account at **my.gov.au**

## Transfer of inactive low-balance accounts to the ATO

Accounts with balances of less than \$6,000 that have been inactive for 16 months must be identified as at 30 June and 31 December each year and reported to the ATO on the following 31 October and 30 April respectively.

The balances of those accounts must then be transferred to the ATO unless a member has given notice that their account is not to be treated as an inactive low-balance account. After payment to the ATO, we are discharged from any further liability for payment of the benefit.

## Departing Australia Superannuation Payment (DASP)

If you are a temporary resident and have not requested a DASP benefit within six months of the later of your temporary visa expiring and you leaving the country, we may be required to pay your account balance to the ATO, under Division 3 of Part 3A of the Superannuation (Unclaimed Money and Lost Members) Act 1999. In these circumstances you will no longer be a member of the fund and you will lose any insurance cover. You will also no longer be invested in your chosen investment option(s). We are not obliged to notify or give an exit statement to you in this circumstance as allowed by ASIC Class Order 09/437. Once your account balance has been transferred to the ATO, you may claim your benefit by contacting the ATO and downloading a DASP application from its website, **ato.gov.au**, or by calling on **13 10 20** or emailing it at **DASPmail@ato.gov.au**. Non-residents have the right to make an application to the Commissioner of Taxation to claim unclaimed superannuation under Division 4 of Part 3A of the Superannuation (Unclaimed Money and Lost Members) Act 1999.

## Trustee Voluntary Payments (TVP)

The Trustee may transfer your account balance to the ATO, under Division 1 of Part 3D of the Superannuation (Unclaimed Money and Lost Members) Act 1999, if the Trustee reasonably believes that paying the amount to the ATO is in the best interests of you or your non-member spouse.

# YOUR PERSONAL INFORMATION

## Collecting information

The information we collect about you as a customer includes information such as your identity and contact details, other personal details such as age, gender and financial information.

We will not be able to administer this product for you without this information.

## How we collect it

We collect this information directly from you and from others such as service providers, agents, advisers, brokers, employers or family members. Where you provide AIA Australia with information about someone else you must have their consent to provide their information to us as described in the AIA Australia Group Privacy Policy.

The law requires us to identify our customers. We do this by collecting and verifying information about you and persons who may act on your behalf. The collection and verification of information helps to protect against identity theft, money laundering and other illegal activities.

We may disclose your personal information in carrying out verification e.g. we may refer to public records to verify information and documentation or we may verify with an employer that the information that you have given is accurate.

## What we collect

The type of information we may collect and verify includes your full name, date of birth and residential address. If you are commonly known by two or more different names, you must give us full details of your other name or names.

In addition, during your relationship with us, we may also seek and collect further information about you and about your dealings with us.

## Accuracy

It is important you provide us with accurate and complete information. If you don't, you may be in breach of the law and also we may not be able to provide you with products and services that best suit your needs.

## How do we use your personal information?

We collect, use and exchange your customer information so that we can:

- establish and verify your identity and
- assess applications for products and services
- price and design our products and services
- administer our products and services
- manage our relationship with you
- manage our risks and help identify and investigate illegal activity, such as fraud
- contact you, for example if we need to tell you something important, conduct and improve our businesses and improve your customer experience
- comply with our legal obligations and assist government and law enforcement agencies or regulators
- identify and tell you about other products or services that we think may be of interest to you
- to manage and administer our and our Affiliates' and partners' business activities, products and services, including the AIA Vitality program We may also collect, use and exchange your information in other ways permitted by law.

## Gathering and combining data to get insights

Improvements in technology enable organisations, like us, to collect and use information to get a more integrated view of customers and provide better products and services.

The AIA Australia Group may combine customer information it has with information available from a wide variety of external sources (for example census or Australian Bureau of Statistics data). We are able to analyse the data in order to gain useful insights which can be used as mentioned above.

In addition, AIA Australia Group members may provide data insights or related reports to others, for example to help them understand their customers better. These are based on aggregated information and do not contain any information that identifies you.

## Protecting customer information

We comply with the Australian Privacy Principles as incorporated into the *Privacy Act 1988 (Cth)*.

## Who do we exchange your information with?

We may exchange your personal information with members of the AIA Australia Group, so that the AIA Australia Group may adopt an integrated approach to its customers. AIA Australia Group members may use this customer information in the same way we use your information (see 'How do we use your personal information?').

## Third parties

We may exchange your information with third parties where this is permitted by law or for any of the purposes we use your information. This includes:

- those who refer your business to us
- any person acting on your behalf, including your financial adviser, solicitor, accountant, executor, administrator, trustee, guardian or attorney
- external product providers into which you might direct some of your investment or to other product providers to which your investment might be transferred
- where we are required to under domestic or foreign law
- auditors
- organisations to whom we may outsource certain functions;
- entities established to help identify illegal activities and prevent fraud
- The life insured, policy owner or beneficiaries of a policy issued by us.

In all circumstances where our contractors, agents and outsourced service providers become aware of customer information, confidentiality arrangements apply. Customer information may only be used by our agents, contractors and outsourced service providers for our purposes.

We may be required to disclose customer information by law, e.g. under Court Orders or Statutory Notices pursuant to taxation or social security laws or under laws relating to sanctions, anti-money laundering or counter terrorism financing.

## Sending information overseas

From time to time we may send your information overseas, including to other AIA Group members and to service providers or other third parties who operate or hold data outside Australia. Where we do this, we make sure that appropriate data handling and security arrangements are in place. Please note that Australian law may not apply to some of these entities.

Information may also be sent overseas to complete certain transactions (such as the assessment of your insurance application or management of your claim), or where this is required by law and regulation of Australia or another country.

## Viewing your personal information

You can (subject to permitted exceptions) request access to your personal information by:

- emailing **[Au.CustomerResolutions@aia.com](mailto:Au.CustomerResolutions@aia.com)**
- calling us between 8.30 am – 6.00 pm (AEST/AEDT) and Monday to Friday, excluding public holidays
- writing to:

AIA Customer Resolutions  
PO Box 6111  
Melbourne VIC 3004

We may charge you for providing access to your personal information.

## Further information

For further information on our privacy and information handling practices, please refer to both the Trustee's Privacy Policy available at **[www.eqt.com.au/global/privacystatement](http://www.eqt.com.au/global/privacystatement)** and the Administrator's Privacy Policy available at **[aia.com.au/privacy](http://aia.com.au/privacy)**.

\* A free call unless made from a mobile phone, which will be charged at the appropriate mobile rate. Refer to page 5 of the Annual Report for your product's telephone number.

## Family law

Family law legislation allows the superannuation of married and de facto couples that have divorced or separated to be divided. Please note that Western Australian legislation does not allow for superannuation splitting for de facto couples.

The legislation allows the following key family law processes to occur in relation to your account:

- Information request: This is a written request for information about your account and is used to determine the value of the superannuation asset. This request may be made by you, your spouse or a person intending to enter a superannuation agreement with you (such as a pre-nuptial agreement). The response to an information request will only be issued to the requestor. If a request is received from your spouse or intending spouse, the legislation states that you must not be informed of the request.
- Payment flag: A payment flag may be placed on your account through an agreement by you and your spouse or through a court order. The presence of this flag requires the Trustee to prevent certain types of withdrawals being made from your account.
- Splitting instructions: Splitting instructions specify how your account is to be divided. This may be expressed as a dollar amount or as a percentage. These splitting instructions may be made in the form of a superannuation agreement between you and your spouse, or by a court

order. In both cases, valid instructions will be binding on us. If your spouse does not provide instructions within a specified timeframe, their entitlement may be withdrawn from your account and transferred to ATO. The provisions of the family law legislation allow for the charging of reasonable fees for the administration of family law transactions. We have decided not to charge fees at this time. You will be notified if a decision is made to introduce fees for family law transactions in the future.

For full details regarding the family law processes which can occur on your account, please contact your financial adviser or call **1300 730 324** between 9 am and 5 pm (AEST/AEDT), Monday to Friday excluding public holidays.

# ENQUIRIES AND COMPLAINTS RESOLUTION

The Trustee is obliged to provide you with any information you reasonably require to understand your benefit entitlements.

Most enquiries can be resolved quickly by simply talking with us. Refer to page five of the Annual Report for your product's telephone number between 8.30 am and 6 pm (AEST/AEDT), Monday to Friday excluding public holidays, so we can help\*.

If your enquiry is not resolved to your satisfaction, you may lodge a complaint by talking with us. Alternatively, you may lodge your complaint in writing by sending your complaint to:

AIA Customer Resolutions  
PO Box 6111  
Melbourne VIC 3004

Or via email to:

**Au.CustomerResolutions@aia.com**

Or you can contact us through a third party, providing you give us written authority to deal with them regarding the complaint.

Please mark your letter 'Notice of Complaint'.

When you make a complaint we will:

- acknowledge your complaint;
- give you a reference number and contact details so that you can follow up if you want to;
- make sure we understand the issues and investigate your concern;
- do everything we can to fix the problem;
- respond to you as soon as possible;
- keep you informed of our progress if the matter can't be resolved quickly;
- keep a record of your complaint.

\* Refer to page 5 of the Annual Report for your product's telephone number.

## External dispute resolution – Australian Financial Complaints Authority (AFCA)

If you're not satisfied with our handling of your complaint or our decision, or would like to contact AFCA directly, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints.

You can contact AFCA on **1800 931 678** between 9 am and 5 pm (Sydney time), Monday to Friday from anywhere in Australia, online at **www.afca.org.au**, or by writing to:

Australian Financial Complaints Authority  
GPO Box 3  
MELBOURNE VIC 3001

# DIRECTORY

## **The Fund**

Super Retirement Fund

## **The Trustee**

Equity Trustees Superannuation Limited (ETSL)  
ABN 50 055 641 757 AFSL 229757

## **Administrator, Investment Manager and Insurer**

AIA Australia Limited ABN 79 004 837 861 AFSL 230043

## **Principal Office of Administration**

C/- AIA Australia Limited  
Level 21  
1 Market Street  
Sydney NSW 2000

**AIA Australia**

509 St Kilda Road  
Melbourne VIC 3004

[aia.com.au](http://aia.com.au)