Member guide fact sheet

CustomSuper®

Issued 30 September 2020

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Contents

The information in this document forms part of the Product Disclosure Statement (PDS) for CustomSuper dated 30 September 2020. To understand how CustomSuper works, read the **PDS**, **fact sheets** and your **member benefit schedule**.

CustomSuper is part of the Super Directions Fund ABN 78 421 957 449 (the fund). N.M. Superannuation Proprietary Limited (NM Super) ABN 31 008 428 322, AFSL No. 234654, RSE Licence No. L0002523 is the trustee and is referred to as **NM Super**, **trustee**, **we** or **us** in this document.

Information in this document may change from time to time. We may update information which isn't materially adverse to you and make it available at **amp.com.au/customsuper**. You can request a paper copy of the update free of charge by calling us on 1300 653 456 or from your financial adviser.

The information in this document is general information only and doesn't take into account your personal objectives, financial situation or needs. You should obtain financial advice tailored to your personal circumstances.

If you'd like advice on your insurance cover in this super product, contributions to your account or investment options, you can call us on 1300 653 456. A fee will not be charged for this one-off intrafund advice. If you'd like to obtain other financial advice, ongoing financial advice or other information about your account, you should speak to a financial adviser.

No other company in the AMP group of companies or any of the investment managers of the investment options:

- is responsible for any statements or representations made in this document, or
- guarantees the performance of NM Super's obligations to members, or assumes any liability to members in connection with this product.

Except as expressly disclosed in the PDS or fact sheet:

- investments in the investment options aren't deposits or liabilities of NM Super, AMP Bank Limited ABN 15 081 596 009 (AMP Bank), any other member of the AMP group or any of the investment managers, and
- no person guarantees the performance of this super product or any of the investment options, any particular rate of return or the repayment of capital.

The Trustee may enter into financial or other transactions with related bodies corporate in relation to this product. That related body corporate may be entitled to earn fees, profits, reimbursements or expenses or other benefits in relation to any such appointment or transaction and to retain them for its own account.

CustomSuper is managed and administered in accordance with the **PDS**, **fact sheets** and your **member benefit schedule**. We may change the way CustomSuper is managed and administered at any time and we will notify you of any change as soon as practicable after the change occurs, except for an increase in the fees charged by us, where we will give you at least 30 days' notice of any increase in these fees.

This offer is available only to persons receiving (including electronically) the **PDS**, **fact sheets** and your **member benefit schedule** within Australia.

Issued by NM Super, the trustee of the Super Directions Fund.

You will receive a member benefit schedule, which describes the benefits and features specific to your membership of CustomSuper. Family members wishing to join CustomSuper should contact us for a copy of the CustomSuper PDS and Family member application form.

Welcome to CustomSuper

It's great to have you on on board. You're now a member of CustomSuper because either your employer has created a CustomSuper account to pay your super contributions into, or you are a family member of an existing employee who has joined CustomSuper.

As a new member, you will receive a **member benefit schedule** along with your **welcome letter**, which describes the benefits and features specific to your membership account. Your member benefit schedule will contain information on these arrangements that are specific to your plan. Your member benefit schedule may also note some benefits and features in the fact sheets that may not apply to you.

This fact sheet will talk you through all of the details and processes of your new account, including how to manage any aspect of your account, contributions and beneficiaries, and some important laws and details that you should be aware of.

Get to know your CustomSuper

It's important that you understand the details of your super account and insurance cover, so we recommend that you read and keep copies of the following documents. These documents make up your **product disclosure statement** for CustomSuper:

- **CustomSuper PDS**
  This is the small print, explaining all aspects of your account and policy.
- **Member guide** fact sheet
  This document contains all the information you need to understand and manage your account.
- **Member Benefit Schedule**
  Your **member benefit schedule** details the benefits specific to your employer plan such as fees and costs, and any insurance benefits.
- **Investment guide** fact sheet
  This guide details the investment options available in CustomSuper.
- **Insurance guide** fact sheet
  Depending on which plan you have, the relevant insurance guide will detail the insurance benefits available to you. Your **welcome letter** will tell you which guide is applicable to you.

Take control of your account

Get started with these steps to make your account work best for you.

Register for My AMP to manage your account

My AMP is our secure online account management system. You can access My AMP with ease using desktop, tablet or mobile. With My AMP, you can:

- do your banking on the go
- compare, change and track your investments
- manage your insurance payments
- view your retirement plans.

Head to **amp.com.au/registernow** to register your account and log in. You'll need your CustomSuper account number, which you'll receive with your join letter.

If you want to keep track of your account on the go, download our My AMP app from **amp.com.au/myamp**

Nominating your beneficiaries

Make sure your super and any insured benefit goes to the right people in the event that something happens to you.

You have a number of options for nominating the beneficiaries of your super account. Head to the **beneficiaries** section of this guide for information on the beneficiary nominations available to you, and how to let us know your choice.

Review your investment options

As a new employee member, you are already invested in AMP MySuper, which is the default investment option for new members. You have some options in how we invest your super funds.

For further information on investments, risks of investing and the investment options available to you, read your **investment guide** fact sheet.

Choose CustomSuper as your super fund for other employers

If you have other employers and you would like them to make contributions to your CustomSuper account, you can do so easily.

Simply download our **choice of superannuation fund** form from **amp.com.au/amp/findaform** and hand it to your payroll department at your other employer.

Find more detail about how this works in the **making CustomSuper your choice of fund** section of this guide.

Please consider insurance in your super funds before redirecting contributions.

Check your insurance eligibility and options

Insurance cover on your super funds will be automatically provided once you've met the Super Law eligibility criteria (and other eligibility criteria).

You can find out all about the insurance specific to your plan in your applicable **insurance guide** fact sheet. There is more detail also available at **amp.com.au/getinsurance**.

Important changes to insurance in super

Changes to Australia's super laws have affected how insurance inside your super works. These changes aim to protect retirement savings from being eroded by the cost of insurance that some people may not want.

Under the new super law, we are no longer able to provide automatic insurance cover if any of the following applies to you:

- you are aged under 25
- since opening the account, your balance hasn't reached $6,000
- your account hasn't received a contribution or rollover for 16 months,

unless

- you tell us that you'd like insurance provided on your account, or
- your employer sponsors 100% of your insurance premiums, and notifies us of this.

Keeping you informed

Communicating with you by email or by post

From time to time we will need to get in touch with you. We might need to send you a statement or notice, or other communications including product disclosure statements, product updates, financial services guides, statements of advice and any other communications required or permitted by law.

You can also ask for a specific document to be sent to you, by email or by post, at any time.

It's important that you keep us up to date with your current contact details. We may also update your contact details if we receive different details for you from sources such as application forms, your adviser, employer, or government agencies.

Email

If you have provided us with your email address we may communicate with you by email.

To protect your privacy, if we are emailing you with notification of anything that contains your personal information, such as statements, we'll ask you to log in to your My AMP account to access that information.

We keep copies of all statements and other communications in your My AMP account as well, so you'll always have copies when you need them.

To check or update your email address, log into your My AMP account and click on the **I want to...** menu. Then, select **update my personal details**.

Mail

Prefer the post? You can change your preferences any time to receive all communications by delivered mail.

To change your postal address online, log into your My AMP account and click on the **I want to...** menu. Then, select **update my personal details**.

Alternatively, you can call us on 1300 653 456.

Keeping track of your super

When you change jobs, you can sometimes lose track of your super. Leaving super scattered in different accounts could mean you pay multiple sets of fees. You might consider consolidating your super into your CustomSuper account.

Consolidating your super into CustomSuper is easy using our free **super consolidation service**. With our online consolidation service, there's no paperwork. If you know your external fund name and account number we'll automatically send through your consolidation request to the other fund. If you don't know your external fund name and account number, you can search for it and then let us know, using the ATO Super Search at **ato.gov.au/forms/searching-for-lost-super/**

Benefits of consolidating your super:

- **Save on fees**:
  If you have more than one super account, you're probably paying multiple sets of fees. You could reduce the fees you pay by reducing the number of accounts you have which could increase the balance of your retirement savings when you retire.
- **Help your balance grow**:
  With compounding returns, the money you save in fees could really help your super balance grow.
- **Reduce the chances of losing track of your super**:
  With only one account to manage and one set of paperwork, it will be easier to keep track of your super.

You can consolidate your super online at **amp.com.au/consolidate** or by calling us on 1300 653 456.

If you choose to transfer your existing balance to CustomSuper, consider:

- whether additional fees apply
- where your future employer contributions will be paid, and
- your insurance entitlements in the fund you are transferring from might be lost and you may not be able to get a similar type of insurance cover in CustomSuper.

Enquiries and complaints

If you need any information about the operation or management of your account, advice on how to do something, or an answer for a concern, you can contact us at any time.

Call us on 1300 653 456

Email us at customsuper@amp.com.au

Write to us at:

CustomSuper
AMP Corporate Super
Customer Service
Locked Bag 5400
PARRAMATTA NSW 1741

Your financial adviser can also help you with any queries or concerns about your account.

How to have a complaint resolved

Our commitment to you is to resolve any enquiry or complaint you may have as quickly as possible.

We have established procedures to deal with any complaints. If you make a complaint, we will acknowledge receipt of your complaint and ensure an appropriate person properly considers the complaint and works towards a resolution. We will try to resolve your enquiry or complaint as quickly as possible. To help us do this, please give us as much information as possible about your complaint, including your name and account member.

If your complaint cannot be resolved at first contact, then we will keep you advised at regular intervals of the status of your complaint.

If we cannot resolve your complaint to your satisfaction, or you have not had a response from us within 90 days, then you may have the right to lodge a complaint with the **Australian Financial Complaints Authority (AFCA)**.

AFCA will provide fair and independent financial services complaint resolution that is free to consumers and will accept customer complaints.

Contact details for AFCA are:

Web: afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

Mail: GPO Box 3, Melbourne VIC 3001

Keeping you safe

Protecting your personal information and your privacy

We will usually collect personal information directly from you, your employer, your financial adviser or other authorised parties as nominated by you.

The personal information we collect from you will be used to:

- establish and manage your CustomSuper account,
- administer the products and services provided by us,
- verify the identity of you or an authorised party when processing changes, withdrawals or transactions in relation to the account,
- ensure compliance with all applicable regulatory or legal requirements,
- perform any appropriate related functions,
- manage and resolve complaints made,
- undertake market research and analysis for product and service improvement, and
- provide you with information about financial services provided by us, other members of the AMP group or by your financial adviser through direct marketing. If you do not want this, please contact us on 1300 653 456 or email **askamp@amp.com.au** to let us know your preference.

If you do not provide the required information, we will not be able to perform the above activities.

We are required or authorised to collect your personal information under various laws including those relating to Superannuation, Taxation and Anti-Money Laundering and Counter Terrorism Financing laws.

We will only share your personal information:

- with other members of the AMP group and external service providers that we need to deal with for the purposes described above,
- with another superannuation provider when your benefits are being transferred to another provider (this includes your Tax File Number (TFN) , unless you request that your TFN is not provided to any other superannuation provider),
- as required by law or regulations with courts, tribunals or government agencies, and
- with persons or third parties authorised by you, or if required or permitted by law.

Some external service providers we need to deal with can be located or host data outside Australia. A list of countries where these providers may be located can be obtained via our privacy policy (see box below).

We take all reasonable steps to ensure that any data shared with external service providers is shared securely to protect your information.

Where you provide us with the personal information of one or more other individuals, such as beneficiaries and authorised persons, it is your responsibility to inform the other individual(s) that you have provided their:

a personal information to us, and

b provide them with a copy of this Privacy Collection Statement.

Our privacy policy provides further information about how you can access or update your personal information or make a complaint about a breach or potential breach of our privacy obligations.

You can view our privacy policy online at **amp.com.au/privacy** or contact us on **1300 157 173** for a copy.

Verifying your identity

To protect your money and to comply with legislative requirements (such as the **Anti-Money Laundering and Counter Terrorism Financing Act 2006**) we'll need to occasionally verify your identity.

This means that we may need to obtain identification information when you make a withdrawal from your account, when we change your account details or when undertaking transactions on your account.

We'll need to identify:

- **you**, before allowing you to access your super (full or partial withdrawal). We'll only process a withdrawal once all relevant information has been received and your identity has been verified,
- **you and your self-managed super fund (SMSF)**, before processing a rollover to the SMSF. We'll only process the rollover once all relevant information has been received and your identity and that of the SMSF has been verified
- **your estate and/or your dependants**, if you die while you're a member. We'll have to verify the identity of any person(s), including your estate, before the payment of any death benefit, and
- **anyone acting on your behalf, including your nominated representative.** If you nominate a representative, we'll identify the nominated representative before adding them as a signatory to your plan.

We may delay or refuse any request or transaction, including suspending a withdrawal application, if we're concerned that the request or transaction may breach any obligation, or cause us to commit or participate in an offence under any law, and we'll incur no liability to you if we do so.

In limited circumstances, we may need to re-verify your identity.

Collection of Tax File Numbers

We're required to tell you the following details before you provide your TFN to us for your super product.

Under the **Superannuation Industry (Supervision) Act 1993**, we are authorised to collect, use and disclose your TFN, which will only be used for lawful purposes.

These purposes may change in the future as a result of legislative change. The trustee may disclose your TFN to another super provider when your benefits are being transferred, unless you request in writing that the trustee of your superannuation fund not disclose your TFN to any other super provider.

It's not an offence for you to not quote your TFN. However, giving your TFN to the fund will have the following advantages (which may not otherwise apply):

- The fund will be able to accept all types of contributions to your account(s).
- The tax on contributions to your super account(s) will not increase.
- Other than the tax that may ordinarily apply, no additional tax will be deducted from your super benefits. This affects both contributions to your superannuation and benefit payments when you start drawing down your superannuation benefits.
- It will make it much easier to trace different super accounts in your name so that you receive all your super benefits when you retire.

If you don't provide your TFN you may also be subject to additional tax.

Speak to your financial adviser for more information.

Cooling-off rights

An employer's cooling-off rights

If your employer no longer wants to be part of CustomSuper, they can withdraw by contacting us on 1300 653 456. The employer has a limited time to do this, being 14 days starting on the earlier of:

- the date the employer received the letter from us welcoming them to the plan, or
- five business days after the date of the letter welcoming the employer to the plan.

The plan cannot be returned if the employer has exercised rights or powers available under the terms of the product.

If you're an employee member

No cooling-off rights apply to employee members.

If you're a family member

If a family member no longer wants to be part CustomSuper, they can withdraw by contacting us on 1300 653 456.

The family member has a limited time to do this, being 14 days starting the earlier of:

- the date they received their welcome letter, or
- five business days after the date of their welcome letter.

You cannot return your account in CustomSuper if you've exercised any rights or powers available under the terms of the product.

Refunds

The amount we refund will be the original amount invested less any tax and reasonable administration costs incurred by the trustee relating to the establishment of and termination of your account. We'll also adjust the amount to allow for the unit price of any market linked investment options chosen.

We can only pay unrestricted non-preserved amounts direct to the member. All other amounts must be paid to another complying super fund. We'll need the details of this fund within one month of notifying us of your withdrawal.

How CustomSuper works

Super is one of the best ways to save for retirement. There are tax concessions which make saving through super more effective than investing in the same markets outside of super.

Super is, in part, compulsory. If you're a salary or wage earner, your employer generally has to make Super Guarantee (SG) contributions to your fund. Whether you are an employee, are self-employed or not employed, making further contributions to super from your after tax money is a great way to help you save for retirement, and you may also be able to claim a tax deduction.

With CustomSuper, you can access many different kinds of investments, tailoring your fund to suit your circumstances, and you may also enjoy tax benefits designed to help you maximise your retirement savings.

Super accounts and how they're managed

Member sub-accounts

Your super account is made up sub-accounts where certain types of contributions are paid.

– **Employer main sub-account**: where SG contributions are paid into.
– **Employer additional sub-account**: where additional contributions the employer agrees to make are paid into. See the **vesting** section on the next page.
– **Salary Sacrifice sub-account**: where your salary sacrifice contributions are paid by your employer.
– **Member sub-account**: where your after tax contributions (member and spouse) are paid into. Government co-contributions are also paid here.
– **Rollover sub-account**: where amounts you roll over from your other super accounts are paid into.

Please refer to your **member statement** or **member benefit schedule** for the sub-accounts that apply to you.

Policy committee (employee members only)

If you're an employee member, your super product may have a policy committee. The role of the policy committee is to help you (or your employer) enquire about the investment strategy, performance and operation of your super account.

The policy committee may also assist us in obtaining the views of members on these issues and in dealing with any enquiry or complaint.

We're required to take all reasonable steps to set up a policy committee where:

– an employer has 50 or more employee members, or
– an employer has at least five, but less than 50 employee members and the trustee has received a written request to do so on behalf of at least five of those employee members.

There must be equal numbers of employer and member representatives on the policy committee.

Employer representatives are appointed by the employer.

Member representatives of policy committees are generally elected by members for a fixed term.

Details of the policy committee arrangements (if any) for the plan are shown on your **member statement**.

For more information on the policy committee arrangements (if any) for the plan, including obtaining a free copy of the election rules or our guide **how to set up a policy committee**, please contact us on 1300 653 456.

Contributions

Employer responsibilities for contributions

Employers are required to make contributions for their employees (where applicable) known as Superannuation Guarantee (SG) contributions. The mandatory SG rate is 9.5% of an employee's ordinary time earnings.

The maximum super contributions base for an employee for a quarter is $55,270 in 2019/20 and $57,090 in 2020/21. SG contributions aren't required on ordinary time earnings in excess of this limit.

SG contributions must be paid at least quarterly by the 28th day following the end of the quarter (ie 28 October, 28 January, 28 April and 28 July).

If you authorise your employer to deduct voluntary member contributions from your after-tax salary, then these contributions must be made to your account within 28 days of the end of the month in which the deduction was made (see below for more on voluntary member contributions).

How employers contribute to your super

Your employer should make contributions to your super fund via a SuperStream compliant method. With SuperStream, the contributions and the related data are sent electronically to us in a standard format.

Your employer will need this Unique Superannuation Identifier (USI) for CustomSuper to make contributions for you via SuperStream: **AMP0277AU**.

Vesting (applicable to certain employer plans)

Some employer plans may offer a vesting scale to their employees where the employer pays additional contributions above the minimum SG as an incentive for you to stay. Over time, you accrue ownership of these additional contributions until you reach 100% ownership (fully vested). You are also considered fully vested if you leave your employer due to:

- your death
- illness or injury after we receive satisfactory evidence, or
- you reach preservation age.

Leaving your employer for any other reason means you may only receive a portion of your employer additional sub-account. This is usually based on the number of years of membership or service you've accrued.

Your **member benefit schedule** will tell you if a vesting scale applies.

Keeping track of contributions made

It is important for you to check your **member statements** and super accounts to make sure your employer is making the right amount of contributions.

We don't follow-up your employer to make sure they are paying your contributions. If there is a discrepancy, then you should speak to your employer.

You should also check that the amount of any government contributions is correct.

Log in to your secure My AMP account at **amp.com.au/login** to view details about your super account at your convenience.

Contributions accepted by CustomSuper

We can accept the following contributions into your account:

Contribution type (super account)	Description
Superannuation guarantee (SG) and award/industrial arrangement employer contributions	Money paid by your employer into a super fund under the SG legislation, or to comply with an award or industrial arrangement.
Salary sacrifice and additional employer contributions	Where you arrange for your employer to make contributions to your super account from your salary and wages or where your employer makes contributions for you over and above the legally required amount.
Member contributions	Contributions you pay into super from your after-tax income, including contributions for which you intend to claim a tax deduction. The ATO treats all member contributions as non-concessional and adjusts the contributions to concessional if a tax deduction is claimed in your income tax return.
Spouse contributions	Contributions your spouse pays into your account for you, which they may then be eligible to claim a tax offset for.
Transfer/Rollovers	You can transfer or rollover existing super monies into your account at any time no matter how old you are.
Government contributions including Co-Contributions and low income super tax offset	If you are eligible, the government may make certain contributions to your account. See **ato.gov.au** for more information.
Capital gains tax exempt contributions	You can make contributions to super which are sourced from some or all of the capital gain or proceeds from the sale of a small business in certain circumstances.
Contributions from the proceeds of personal injury payments	You can make contributions to super which arise from a structured settlement or order for personal injuries.
Other third party contributions	Previously known as 'family and friends' contributions, these are made for you by anyone other than you, your spouse or your employer.
Downsizer contributions	If you are age 65 or over and satisfy eligibility requirements, you may be able to make a downsizer contribution to super from the proceeds of selling a home owned by you or your spouse.

When can we accept contributions

There are restrictions on the types of contributions we can accept into your account depending on your age, the number of hours you're working and other factors. These are set out in the table below:

Type of contributions	Special form required?	TFN required?	If you're under the age of 67	If you're age 67 to 74	If you're age 75 and over[(i)]
Superannuation guarantee (SG) and award/industrial arrangement employer contributions	No	No[(ii)]	Yes	Yes	Yes
Salary sacrifice	No	No[(ii)]	Yes	Yes, if requirements met[(iii)]	No
Additional employer contributions	No	No	Yes	Yes, if requirements met[(iii)]	No
Member contributions	No	Yes	Yes	Yes, if requirements met[(iii)]	No
Spouse contributions	No	Yes	Yes	Yes, if requirements met[(iii)]	No
Other third party contributions	No	Yes	Yes	Yes, if requirements met[(iii)]	No
Contributions from the proceeds of personal injury payments	Yes - Contributions for personal injury form[(iv)]	Yes	Yes	Yes, if requirements met[(iii)]	No
Capital gains tax exempt contributions	Yes - Capital gains tax cap election form[(iv)]	Yes	Yes	Yes, if requirements met[(iii)]	No
Downsizer	Yes - Downsizer contribution into super form[(iv)]	Yes	Yes from age 65	Yes	Yes
Co-Contributions	No	Yes	Yes	Yes[(v)]	No[(v)]
Low income super tax offset	No	Yes	Yes	Yes	Yes
Transfer/Rollovers	No	No	Yes	Yes	Yes

(i) Certain contributions can be accepted up until 28 days after the month in which you turn 75, provided you meet the gainful employment requirements (explained on the following page).
(ii) While the fund doesn't need your TFN to accept this type of contribution, an additional 32% tax will apply to the contribution if we do not hold a valid TFN.
(iii) Refer to the **contributing to super after you're 67 or over** section on the next page for more information on contributing to super after you're 67 or over.
(iv) The form needs to be lodged with or prior to the contribution. The form and further details on this contribution type are available at **ato.gov.au**.
(v) While the fund can accept a Government Co-Contribution at any age, to be eligible to receive a Co-Contribution you need to be aged less than 71 at the end of the financial year in which your personal contribution was made.

Get the most out of your super – contributions explained

How to make a contribution

You can make contributions to your account to add to amounts that your employer contributes. It's a good and safe way to supplement your retirement funds in times when you're able to put a little aside.

You can use the following payment methods to contribute to your super fund:

- BPAY®

  Your CustomSuper welcome letter and regular member statements will contain your personal customer reference number and biller codes, that you can use to make a contribution using BPAY.
- Cheque
  You may make contributions to your super by cheque. By law, employers are unable to make contributions by cheque.
- Esuper
  Esuper is a payment method used by for employers only.

Contributing to super after you're aged 67 or over

To contribute to your super between the ages of 67 and 74 you must generally meet gainful employment requirements (more commonly known as the work test) or qualify for the work test exemption.

You are gainfully employed if, at the time of the contribution, you have worked for gain or reward for at least 40 hours within a period of 30 consecutive days in that financial year.

You meet the requirements of the work test exemption if you satisfy the following conditions:

- you've met the work test in the previous financial year,
- you haven't been, and don't intend to be, gainfully employed for at least 40 hours within 30 consecutive days in the financial year the contributions are made,
- your total superannuation balance with all super providers was below $300,000 at 30 June of the previous financial year, and
- you haven't previously made contributions to super using the work test exemption.

Salary sacrificing

Salary sacrifice is where you agree to forgo part of your future salary in return for your employer paying a pre-tax contribution to your super.

If you are on a substantial enough salary. You can grow your super and you may also reduce your tax.

Government co-contributions

If you make personal after-tax contributions to your super and you satisfy certain eligibility criteria you may receive a government co-contribution of up to $500.

To be eligible to receive a government co-contribution for a particular financial year you must:

- make at least one personal after-tax contribution to super in the financial year,
- be under age 71 on 30 June of the financial year,
- have total income of less than $53,564 for 2019/20 and $54,837 for 2020/21,

> Your total income is the sum of your assessable income, reportable fringe benefits and reportable employer super contributions less allowable business deductions.

- have a **total superannuation balance** of less than $1.6 million (subject to indexation) at 30 June of the previous financial year, and
- not have exceeded your non-concessional contributions cap for the financial year (see the **contributions caps** section of this guide).

Other eligibility conditions apply. For further details visit **ato.gov.au**.

Government low-income superannuation tax offset

If your adjusted taxable income is less than $37,000, you may be eligible to receive a government super contribution of up to $500. This payment is known as the Low Income Superannuation Tax Offset (LISTO).

For more information, including eligibility criteria, visit **ato.gov.au**.

Spouse contributions

If your spouse makes a contribution to your super they may be entitled to receive a tax offset of up to $540. Your spouse will not be entitled to a tax offset if you have exceeded your non-concessional contributions cap for the financial year in which the contribution is made or if your total superannuation balance exceeds $1.6 million at the 30 June prior to the financial year in which the contribution is made. For further details, including eligibility criteria, visit **ato.gov.au**.

Contribution splitting

You may, under certain circumstances, be able to split to your spouse's super up to 85% of your annual employer contributions and member contributions for which you claimed a tax deduction.

Downsizer contributions

If you are aged 65 or over and satisfy eligibility requirements, you may be able to make a downsizer contribution to super of up to $300,000 from the proceeds of selling a home owned by you or your spouse for at least 10 years.

You are able to make a downsizer contribution even if you are not working. You can also still make a downsizer contribution if your **total superannuation balance** is greater than $1.6 million (subject to indexation).

The contribution will not count towards your contributions caps.

Your downsizer contribution will, however, be included in your **total superannuation balance** when it is re-calculated at the end of the financial year.

You can only make a downsizer contribution for the sale of one home.

Downsizer contributions are not tax deductible and will be taken into account for determining eligibility for the Age Pension.

More information can be found at **ato.gov.au**.

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Kiwisaver Scheme

At this time, we do not accept transfers from KiwiSaver schemes. However, you may transfer your benefits from your super account to a New Zealand KiwiSaver scheme.

We recommend you see your financial adviser or taxation adviser before transferring any amounts as there may be currency risks and tax consequences.

Contributions caps and tax on excess contributions

There are limits on the amount of contributions made to a super fund, known as **contributions caps**. Exceeding contributions caps can result in additional tax.

The two most common contribution caps, are the **concessional contributions cap** and **non-concessional contributions cap**.

The concessional contributions cap

Amounts counting towards the **concessional contributions cap** are generally assessed using contributions made from your pre-tax income. These include the following contribution types:

- employer contributions (including SG and salary sacrifice contributions),
- defined benefit 'notional' contributions,
- member contributions you claimed as a tax deduction,
- certain allocations of surplus, and
- other third party contributions.

The non-concessional contributions cap

Amounts counting towards the **non-concessional contributions cap** are generally assessed using contributions made from after-tax income and include the following contribution types:

- personal contributions for which you do not claim a tax deduction,
- spouse contributions,
- the tax-free portion of overseas transfers,
- excess concessional contributions not released from your super, and
- contributions made with proceeds from the sale of small business assets that are in excess of the capital gains tax (CGT) cap.

We cannot accept these contributions unless we have your TFN.

If you exceed your concessional contributions cap, the excess contributions are taxed as income. Any amounts over the concessional cap not released will be counted towards your non-concessional contributions cap.

For more information, refer to the **release authority from the Australian Taxation Office (ATO)** explanation in the **tax** section of this guide.

There are exclusions from the concessional and non-concessional contributions caps, such as:

- transfers from taxed super funds,
- proceeds from the sale of qualifying small business assets collectively capped at $1,515,000 in 2019/20 and $1,565,000 in 2020/21 subject to indexation in future financial years qualifying for:
  - the small business retirement exemption ($500,000 maximum),
  - the small business 15 year exemption proceeds,
- proceeds from certain personal injury settlements,
- downsizer contributions from the proceeds of selling your home, and
- taxable amount of overseas transfers.

Special arrangements for contributions caps that may apply

Type of contribution	Cap	Special arrangement
Concessional contributions	$25,000 pa.	You may be able to utilise unused concessional contributions cap amounts from one or more of the previous five financial years starting from 1 July 2018 to allow you to make contributions above the standard cap. To be eligible, your total superannuation balance at 30 June of the previous financial year must be less than $500,000. Amounts carried forward that have not been used after five years will expire.
Non-concessional contributions	$100,000 pa. This cap is calculated as four times the standard concessional contributions cap. (i)	If you are under the age of 65 on 1 July of a financial year, you may be able to bring forward up to two years of contributions allowing you to contribute up to $300,000 over a period of up to three years. There are restrictions on the ability to trigger bring forward rules for certain people with large total superannuation balances (more than $1.4 million as at 30 June 2019 and 30 June 2020). If you have a total superannuation balance of $1.6 million (indexed) or more as at 30 June of the previous financial year you will not be able to make contributions towards the non-concessional cap without resulting in an excess.

(i) No further non-concessional contributions cap is available if your total superannuation balance (from all sources) at 30 June of the preceding financial year is $1.6 million (for 30 June 2019 and 30 June 2020) or more.

Tax on excess contributions

If you exceed your contributions caps, you may have to pay extra tax on the excess amount.

This is explained in detail in the **tax** section of this guide on page 39.

Making CustomSuper your choice of fund

Certain employees have the right to choose the super fund to which their SG contributions are to be paid.

This isn't the same for everyone, so you should seek advice from your employer's payroll department or your financial adviser to see whether choice of fund applies to you.

If choice of fund does apply to you, and you'd like your other employers to make all future SG contributions to your AMP account, then ask your employer for a **standard choice form**, which you'll need to complete and return to them.

You can also download a **choice of superannuation fund** form from **amp.com.au/findaform** to provide to your employer. This form also includes a **choice of fund letter of compliance** you should also provide to your employer.

You can set this up for any employer that allows you to choose your own fund.

You'll simply need to follow this process for all employers that you wish to contribute to your fund.

To make a payment, your employer will need this Unique Superannuation Identifier (USI) for CustomSuper: **AMP0277AU**.

If you have more than one employer

Other employer contributions can be paid via a range of SuperStream methods.

If you leave CustomSuper, you are responsible for re-directing all future contributions to your new chosen super fund.

Keeping track of your super accounts

Consolidating multiple accounts

Each year we will check whether you hold multiple accounts within the fund, to help reduce multiple sets of fees you might be paying. We call this **intra-fund consolidation**. Where we reasonably believe that it's in your best interest, your accounts will be merged, and you will receive an exit statement.

You may be given the opportunity to opt out of consolidating your accounts. There will be no cost to members for consolidating their accounts through intra-fund consolidation.

Intrafund advice

We're making financial advice easier by providing all AMP super members with the option to access complimentary phone-based advice at no extra cost.

If you'd like help understanding your insurance cover, contributions to your account or investment options for your product, you can access our complimentary intrafund advice by calling us on 131 267, from 9am to 6pm (Sydney time), Monday to Friday.

For ongoing financial advice or to obtain other financial advice to help you reach your retirement or savings goals, you should speak to a financial adviser.

Maintaining your account without contributions

If you decide to direct future employer SG contributions away from CustomSuper to another fund and your employer agrees, you may still retain your current account balance and continue to be a member of CustomSuper.

A reason that you might want to do this would be to retain access to the insurance cover (if any) provided through your account.

If you retain your insurance cover and redirect your SG contributions elsewhere, you should check whether you're able to acquire automatically accepted insurance in the new superannuation fund and whether you're entitled to claim such benefits in the future.

It is important to remember that if your account doesn't receive any contributions or rollovers for 16 months, and you have not elected to keep your cover, your insurance cover may cease.

Your membership will cease when:

- you cease to be an employee of your sponsoring employer (see the **leaving your employer** section of this guide), or
- you transfer your whole account to another super product (see the **transferring your super to another fund** section of this guide).

Unclaimed super money

If an amount is payable to you or your dependant(s) and we are unable to ensure that you or your dependant(s) will receive it, we may be obliged to transfer the amount to the ATO.

We may also be required to transfer your account balance to the ATO if you become a lost member, or an inactive low-balance member.

If your superannuation is transferred to the ATO, you, or your dependants where relevant, will be able to reclaim it from the ATO. The ATO may also transfer money it holds into your active superannuation accounts.

For more information on unclaimed super money, including lost members and inactive low balance members please refer to **ato.gov.au** or speak with your financial adviser.

Unclaimed compensation money

If your account is closed and we cannot locate you, and we need to make a compensation payment to you (eg for a unit pricing error), we may transfer your partial benefit (that is, the compensation payment) to the **AMP Eligible Rollover Fund**.

The AMP Eligible Rollover Fund is invested in a capital guaranteed life policy issued by AMP Life that ensures your benefit isn't reduced by negative investment returns.

The investment returns for the AMP Eligible Rollover Fund are in the form of crediting rates. The latest crediting rates for AMP Eligible Rollover Fund are available on **amp.com.au**.

For more information about this, call us on 1300 653 456.

Transferring your super to another fund

You can ask us to transfer your super benefit to another super fund at any time.

If you transfer your whole balance, any insurance cover will generally cease on the date of transfer.

Insurance cover implications of a full account withdrawal

If you choose to withdraw your full account balance and close your super account but you don't cease working with your employer, commonly all your insurance cover will cease. This means that insurance cover will generally not be provided after the date you leave your employer super fund plan.

You can read the detail about this, and how to reinstate cover in the applicable **insurance guide** fact sheet related to your account.

Insurance cover implications of a partial account withdrawal

In most cases, so long as insurance premiums continue to be paid your existing insurance cover (if any) will not be affected if you transfer out part of your account balance.

If your insurance benefit design is linked to your account balance (as explained on your **member statement**) and you make a partial withdraw or transfer, this may increase your insurance cover. To maintain the original level of insurance cover selected by your CustomSuper employer we will cap your insurance cover at the sum insured value as at the last annual review date.

You should talk to your financial adviser before making decisions that could affect your insurance cover.

When your Employer Plan is terminated

Where an employer initiates a transfer of funds from the product (as distinct from an employee or family/spouse member withdrawal) the following special conditions may apply when we calculate and pay your account balance:

- we'll require at least one month's notice in writing, and
- we may pay your account balance in three equal monthly payments over a three month period at the release price applying to your unit holding at the date of payment (see release price in the **fees and other costs** section).

Beneficiaries and the death benefit

A superannuation beneficiary is someone who can receive any proceeds from your super account should you die. Superannuation is not automatically included in your Will, so it's important to make sure your super fund Trustee would distribute your funds according to your wishes.

By nominating a beneficiary, you're telling your super fund how to distribute your money.

If you're aged 18 years or over, you can nominate one or more beneficiaries to receive your death benefit. All beneficiaries must be your dependant(s) on the date of your death. You can also nominate your estate (we call this your legal personal representative (LPR)).

If you're aged under 18, you, your parent or guardian can't make a death benefit nomination. We'll review your claim and decide how your benefit should be paid.

Who is a dependant?

A dependant is someone who is eligible under superannuation law to receive a death benefit and includes:

- your spouse (including a de facto spouse whether of the opposite or same sex)
- your children (including an adopted child, a stepchild, or ex-nuptial child)
- any person who is financially dependent on you, and
- any person with whom you have an interdependency relationship.

A person must be a dependant on the date of your death to be a beneficiary.

What is an interdependency relationship?

Two persons (whether or not related by family) have an interdependency relationship if:

- they have a close personal relationship,
- they live together,
- one or each of them provides the other with financial support, and
- one or each of them provides the other with domestic support and personal care.

An interdependency relationship also includes two persons (whether or not related by family):

- who have a close personal relationship, and
- who don't meet the other three criteria listed in the paragraph above because either or both suffer from a physical, intellectual or psychiatric disability.

You have some choices as to how you nominate (or don't nominate) beneficiaries of your super fund.

It's important to understand the differences between the types of nominations available and the definitions of a dependant, as this may affect the payment of your benefit and its taxation.

Your nomination choices are:

- Binding Lapsing nomination
- Binding non lapsing nomination
- Non binding (or preferred) nomination
- No nomination.

We will explain these options on the next two pages.

Binding nomination

Binding nominations are valid for a period of up to three years, and must be renewed on expiry. In most circumstances we must pay your benefit to the beneficiaries you've nominated in a valid binding nomination and in the proportions you've specified.

You must be aged 18 or over to make a binding nomination.

For a binding nomination to be valid:

- the total allocation must equal 100% and must be in whole numbers
- you can only nominate a dependant and/or your estate/legal personal representative (LPR), and
- your nomination must be signed and dated in the presence of two witnesses aged 18 or over and who aren't nominated beneficiaries.

Details of what will make a binding nomination invalid and treated as a non-binding nomination are outlined under the heading **when will my binding or non-lapsing nomination be treated as a non-binding nomination** in this fact sheet.

When we receive your nomination we will not check if your nominated beneficiaries are your dependants or your legal personal representative.

If you nominate your legal personal representative as your beneficiary, you should consider ensuring that your will is valid and current. Payment to a legal personal representative may also take longer to effect as it is necessary for a Grant of Probate or Letters of Administration to be issued before the benefit can be paid.

You should note that by directing payment to your legal personal representative you may be exposing the benefit to claims by any creditors of your estate.

Non-lapsing nomination

A non-lapsing nomination is a request by you to the trustee to pay your benefit to the beneficiaries you've nominated and in the proportions you've specified. If the trustee consents to the nomination and it's valid at the time of your death, the trustee is bound to pay your death benefit in accordance with the nomination.

A non-lapsing nomination doesn't expire (and so doesn't need to be renewed) and will continue to apply until you revoke an existing nomination or make a new nomination. In certain circumstances a non-lapsing nomination will be treated as a non-binding nomination – see **when will my binding or non-lapsing nomination be treated as a non-binding nomination** in this fact sheet.

It's important that you review your non-lapsing nomination regularly to ensure that it's still appropriate for you.

You must be aged 18 or over to make a non-lapsing nomination.

For a non-lapsing nomination to be valid:

- the total allocation must equal 100% and must be in whole numbers
- you can only nominate a dependant and/or your LPR, and
- your nomination must be signed and dated in the presence of two witnesses aged 18 or over and who aren't nominated beneficiaries.

When we receive your nomination we will not check if your nominated beneficiaries are your dependants or your legal personal representative.

When will my binding or non-lapsing nomination be treated as a non-binding nomination

We'll automatically treat your nomination as though it was a non-binding nomination if:

- you and/or your witnesses don't sign or complete the binding or non-lapsing nomination correctly
- you have a binding nomination, three years have passed from the date you signed the binding nomination form (you will need to reconfirm your nomination every three years if you want to continue to have a binding nomination)
- any nominated beneficiary dies before you die
- any nominated beneficiary (other than the LPR) is not a dependant at the date of your death, or
- your relationship changes after signing the binding nomination form or the non-lapsing nomination form eg you get married (unless you marry your nominated de facto), enter into a de facto relationship, get divorced or your de facto relationship ends.

If you revoke your binding nomination or your non-lapsing nomination in writing without making another nomination, then we must pay your death benefit in accordance with the no nomination option.

Non-binding death benefit nomination

With a non-binding (or preferred) nomination, the trustee must pay your death benefit to one or more of your dependants or LPR in proportions that the trustee determines, however, we will take into account your non-binding nomination. If you don't have any dependants or a LPR isn't appointed within a reasonable time, the trustee must pay your death benefit to any other person or persons in proportions which the trustee determines.

A non-binding nomination will continue to apply until you cancel an existing nomination or make a new one. If you cancel your non-binding nomination without making another nomination, then we must pay your death benefit in accordance with the no nomination option.

No nomination

If you don't make a nomination or you cancel your existing nomination and don't make a new one, we must pay your death benefit to your estate.

However, if your estate is insolvent or if an LPR hasn't been appointed within a reasonable period of time, then we'll look to pay your dependants, or if none, other persons in proportions which the trustee determines.

If you don't have a death benefit nomination you should consider making a will.

It's important to review your nomination regularly and update it if your circumstances change.

Before you consider making a nomination, there are a number of factors that you should keep in mind, for example, the type of beneficiary you nominate can have tax implications for your dependant(s) when they receive your death benefit.

For this reason, we strongly recommend that you discuss your nomination with your financial adviser.

Simply download our form from **amp.com.au/findaform** to make a nomination or can make a non-binding nomination by using My AMP.

Nominating a beneficiary under power of attorney

You can nominate a person or persons under a power of attorney to operate your membership. To do so, send us a certified copy of a valid power of attorney together with a declaration that the appointment hasn't been revoked.

You must explicitly state in the power of attorney document that you allow the person you've nominated as your attorney to nominate themselves as a beneficiary of your super, if this is your desire. If you don't explicitly state that the appointed attorney can nominate themselves as a beneficiary the trustee will not implement any nomination signed by the attorney nominating themselves.

When we are notified of your death, your account balance will be switched into AMP Super Cash which is a low-risk investment option. If an insured death benefit becomes payable to us, it will also be invested into AMP Super Cash.

For further detail (including fees and costs relating to AMP Super Cash), please refer to the **investment guide** fact sheet.

It's important to understand the differences between a binding, non-lapsing and non-binding nomination and the definitions of a dependant, as this may affect the payment of your benefit and its taxation.

Accessing your super

Generally, you can take your super once you have:

- permanently retired after reaching your preservation age

If you have never been gainfully employed in your life, you are unable to access your super under permanent retirement and would need to satisfy another eligibility criteria.

- stopped employment at age 60 or over
- reached age 65
- commenced a transition to retirement income stream after reaching your preservation age, or
- satisfied another condition of release (refer to the **other conditions of release** section).

Super benefit components

Super benefits consist of three parts:

- **Unrestricted non-preserved**: you can access this amount at any time
- **Restricted non-preserved**: generally, you can access this amount when you stop working for the employer who has contributed to your account, and
- **Preserved**: you can access this amount only if you satisfy a condition of release set by super law.

All contributions and investment earnings since 1 July 1999 are preserved. Any non-preserved amounts you have accumulated before this date remain as non-preserved.

You will see these components in your **annual statement**.

Your preservation age

Your preservation age is between 55 and 60 depending on when you were born:

Date of birth	Preservation age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
1 July 1964 and after	60

Retirement

If you stop work in order to permanently retire between your preservation age and age 60, we need to be reasonably satisfied that you don't intend to return to work for 10 or more hours a week.

Making the transition to retirement

When you reach your preservation age you can invest in both super and a retirement account under the transition to retirement (TTR) rules.

You must receive a minimum of one payment from your retirement account each year which is determined based on your age and account balance. You can withdraw up to 10% of the account balance each year.

A retirement account under the transition to retirement rules doesn't generally allow lump-sum withdrawals until you can access your super on other grounds.

You can find more information about transition to retirement rules at **amp.com.au/ttr** or speak to your financial adviser.

Other conditions of release

The other circumstances which allow you to withdraw money from your super include where:

- you have a terminal medical condition
- you become permanently incapacitated
- you qualify on compassionate grounds, COVID-19 (novel Coronavirus) grounds or severe financial hardship
- you were a temporary resident of Australia, when you permanently leave Australia and you request in writing for the release of your benefits (see below for further information)
- you stop working for the employer who has contributed to your account and purchase a certain type of income stream or annuity
- in certain circumstances, where your benefit is less than $200 and your employment with an employer-sponsor has been terminated
- in certain circumstances, you were a lost member and are subsequently found, and your account value is $200 or less
- you qualify for an amount to be released under the First Home Saver Super Scheme, or
- you comply with any other condition of release specified by superannuation law.

Additional information for temporary residents of Australia

This section does not apply to you if you hold a subclass 405 or 410 visa, if you are an Australian or New Zealand citizen, or are a permanent resident of Australia.

If you have entered Australia on an eligible temporary resident visa, you may claim your super benefits once you have permanently departed Australia.

Under super legislation if you do not claim your benefit within six months of departing Australia, your benefit may be paid as unclaimed super to the ATO. You will not receive notification or an exit statement from your super fund. If this has occurred, you can claim your super money from the ATO.

Please note: There are limited conditions of release available to you if you are or were a temporary resident of Australia. If you are or were a temporary resident, your benefits will generally only be accessed under the following conditions of release:

- a terminal medical condition
- permanent incapacity
- via an ATO issued release authority, or
- on your death. In this case your benefit would be payable to your beneficiaries or estate.

Permanent incapacity, terminal medical condition, compassionate grounds and severe financial hardship

You can access some or all of your super benefits at any age in certain circumstances — for example, if you have a terminal medical condition, become permanently incapacitated, suffer severe financial hardship or qualify for compassionate grounds.

You must satisfy specific conditions to qualify for the release of benefits.

Terminal medical condition

You suffer a terminal medical condition if the following circumstances exist:

- two registered medical practitioners have certified, jointly or separately, that you suffer from an illness, or have incurred an injury, that is likely to result in your death within a period (the certification period) that ends not more than 24 months after the date of the certification,
- at least one of the registered medical practitioners is a specialist practising in an area related to the illness or injury suffered, and
- for each of the certificates, the certification period has not ended.

Permanent incapacity

You are permanently incapacitated we are reasonably satisfied that your ill health (whether physical or mental) makes it unlikely that you will engage in gainful employment for which you are reasonably qualified by education, training or experience.

Compassionate grounds

You qualify for early release of benefits under compassionate grounds subject to approval by the Australian Tax Office (ATO) and the trustee.

First home super saver (FHSS) scheme

You can make voluntary contributions to your super account to save for your first home.

You can then apply directly to the ATO to release your voluntary contributions up to a maximum of $15,000 from a financial year and $30,000 in total (plus associated earnings).

To be eligible to access your superannuation to help you purchase your first home you must satisfy certain conditions including the following:

- you must be aged 18 or over
- you must not've previously owned property in Australia (limited exceptions apply)
- you must not've previously requested for amounts to be released under the scheme, and
- you must live in the premises you are buying for at least six months of the first 12 months you own it, after it is practical to move in.

If the ATO approves the release of an amount from your superannuation, the ATO will request your super fund to pay the amount to the ATO and after withholding any tax, the ATO will pay the balance to you.

If you do not sign a contract to purchase or construct a home within 12 months of your superannuation being released, you may be liable to pay additional tax.

For further information about the first home super saver scheme visit **ato.gov.au**.

EasyDraw

EasyDraw is a facility that allows you to make additional partial withdrawals from your account without needing to complete a withdrawal form. With EasyDraw, you can tell us about the withdrawal by phone and have the money transferred directly to your nominated bank account. You'll generally receive the money in your bank account within three business days. To apply for EasyDraw please use the **EasyDraw** form.

Minimum withdrawal: $500.

Maximum daily withdrawal: $20,000.

You can apply for EasyDraw if you:

- permanently retire after reaching your preservation age
- stop employment at age 60 or over, or
- reach age 65.

Starting your retirement account

A pension account is a simple and tax-effective way to convert your super savings into a regular income.

When you open a retirement account, you can only do so with a single rollover. it is not possible to add money to an existing retirement account.

You can open an AMP Flexible Super retirement account easily once you're ready to begin retirement.

AMP Flexible Super® is issued by N.M. Superannuation Proprietary Limited ABN 31 008 428 322, AFSL No. 234654, RSE Licence No. L0002523, the trustee of the Super Directions Fund. A PDS for AMP Flexible Super retirement is available at **amp.com.au** or by contacting us on 131 267. You should read the PDS before deciding whether to acquire an AMP Flexible Super retirement account.

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If you have several super accounts you'd like to consolidate, or if you want to make extra contributions before starting your retirement account, you can do this through your super account.

Before you go ahead and consolidate your super accounts, consider how your existing super accounts compare to this account, and what effect consolidating may have on any insurance cover. If you're unsure, speak with your financial adviser or contact us.

Tax law places a cap on the total amount of superannuation that you can transfer into pension accounts. This is known as the pension transfer balance cap and is $1.6 million as at 1 July 2019 and 1 July 2020.

The cap is indexed and may increase in the future.

The amount that you transfer into your retirement account (including a beneficiary retirement account but excluding a transition to retirement account) will count towards this pension cap.

To avoid any penalty from the ATO you should only transfer up to the cap across all your pension accounts. Any super monies in excess of the cap can be rolled back and retained in your super account where earnings will be taxed at 15%, or alternatively taken out of super completely.

What account can I use

Type of account	Suitable for
AMP Flexible Super retirement account under the transition to retirement rules.	– If you're between your preservation age and 64, and you haven't retired.
AMP Flexible Super retirement account.	– If you're 65 or older – If you're not retired but you ceased employment when 60 or over – If you've reached your preservation age and retired, or – You meet another condition of release that allows full access to your super.

Family membership information

Family membership (see your member benefit schedule

As a member of an employee member's or former employee member's family, a person may have the opportunity to join and enjoy the many benefits of CustomSuper.

A family member is a person who, in relation to an employee member or former employee member is:

- their spouse, child, parent, sibling, grandparent, grandchild, spouse's parent, spouse's sibling, spouse of a child, or
- a person in an interdependency relationship with them.

Eligibility for family membership is subject to a minimum age of 13 years.

Benefits

Family membership offers the following benefits:

- **fee discounts:** receive corporate discounts
- **investment option choice:** access and invest in a diverse range of investment options
- **insurance :** get cover to protect you and your family financially

If the employer member you are related to holds hold Business Protection, Simple Protection or Tailored Protection, you are not eligible to obtain insurance cover. See the applicable **insurance guide** fact sheet for further information.

- **online and mobile access:** our online My AMP service and mobile and tablet apps mean you can see your account and investments whenever you want
- **tax offset (rebates):** if your spouse is a low-income earner, then a tax offset may be available if you make contributions to their account.

How to apply

If your family member would like to join your super plan:

- Contact us to request the **PDS** and a **family member application form**.
  If insurance is required and available, you'll also need the **family member insurance application form** and the **short form personal statement.**
- Read the **PDS** and fact sheets, all of which are available at **amp.com.au/customsuper.**
- Complete the **family member application form** and if applicable, the **family member insurance application form** and **short form personal statement.**
- Forward the completed forms to us with a cheque or request for a rollover/transfer, which must meet the minimum initial investment requirement as agreed with the CustomSuper employer. Please contact us on 1300 653 456 for details of the minimum initial investment requirement applicable to your plan.

Membership will only be considered upon receipt of the minimum investment requirement and a fully completed application form. We may accept or reject an application at our discretion.

We'll notify your spouse or family member if their application for membership has been accepted.

The initial minimum investment requirement is $1,000.

For insurance, the insurer will consider their medical history, likely future good health, occupation, lifestyle, and any other information required before deciding whether to accept an application for insurance cover.

For members under 18 years of age

If you're under the age of 18, your parent or guardian needs to co-sign your application.

You should discuss with your parent or guardian any decisions regarding:

- applying for an account
- applying for, changing or cancelling insurance cover
- lump sum withdrawals
- cooling-off
- change of contact details, and
- investment option selection, including switching.

Your parent or guardian must act with care to protect your interests and ensure the decisions are appropriate to your needs.

A parent or guardian should always ensure that withdrawals are used for your (and no one else's) benefit.

A guardian should contact us if they cease to be the guardian or if they wish to advise of a change to the guardianship of the member.

The role of being a parent or guardian is a serious and important responsibility. The trustee takes no responsibility for ensuring that a parent or guardian complies with their legal and moral obligations to the applicant.

For further information on guardianship responsibilities, contact your legal adviser or the guardianship body in your state or territory.

What happens when you turn 18?

When you turn 18 years of age, you can make, and you become responsible for, all decisions regarding your account.

Once you've turned 18, you should get in touch with us to remove your parent or guardian from your super account, and we'll advise you on any other steps you should take.

What happens to your super and insurance when the family/spouse relationship ceases?

When we're advised that you're no longer in a family relationship with an employee member, we'll automatically transfer your family account into one of two products.

If the employee member holds Business Protection, Simple Protection or Tailored Protection insurance cover in CustomSuper, your family account will be transferred to **AMP Flexible Super**. If the employee members does not hold these cover types, your family account will be transferred to **Flexible Lifetime – Super**.

Flexible Lifetime - Super		AMP Flexible Super
With continuation of insurance	**Without continuation of insurance**	
– your account balance is $1,000 (at the date your exit is processed) or more, and – we have your current address, and – you don't have a terminal illness and aren't Totally and Permanently Disabled, and – for the continuation of TPD cover, you're under age 60, and – for the continuation of Death cover, you're under age 70.	– if we don't have your postal address, or – your account balance is less than $1,000 (at the date your exit is processed), – you have a terminal illness or are Totally and Permanently Disabled, or – for the continuation of TPD cover, you're age 60 or over, or – for the continuation of Death cover, you're age 70 or over.	Family/spouse members of employee members holding Business Protection, Simple Protection or Tailored Protection are not eligible to apply for insurance cover in CustomSuper. You can apply for insurance cover with an underwritten application through AMP Flexible Super's Super Protection.

Your account balance will be transferred, effective as at the processing date.

When you leave the CustomSuper employer plan, you're responsible for redirecting any contributions you may have been receiving from another employer to your new super arrangement with AMP (or other super provider if applicable).

Your insurance cover in the Customsuper employer plan generally ceases on the day AMP is notified that your family relationship with the employee member has ceased.

Your cover may continue automatically in Flexible Lifetime Super from that date in accordance with the above rules.

If your cover doesn't continue in a personal plan, you should consider taking out cover suitable to your circumstances.

Family Law and your super

If you separate or divorce from your spouse, then your interest in your super may be split. Currently, in all states and territories (apart from Western Australia), an interest in a super account may also be split if a de facto relationship (including a same sex relationship) breaks down. Your account can also be flagged as part of a separation or divorce – this prevents us from making most types of payments. The law sets out how super interests will be valued and split for these purposes. Splitting or flagging can be achieved by agreement between the separating or divorcing couple or by a court order.

If your CustomSuper account is split, then your spouse will not automatically have a CustomSuper account of their own. Your spouse can apply to have a personal super account with AMP, transfer the benefit to another super fund or request the benefit transfer to Australian bank account or payment via cheque if they satisfy a condition of release.

If your interest is split, then your spouse's interest may be transferred to the AMP Eligible Rollover Fund. As the laws regarding splitting your account on separation are complex, we recommend that you seek legal advice.

Leaving your employer

A member must leave the employer plan:

- if the member is an employee member, when they retire or when we're advised by the employer that they have ceased employment,
- transfer to a personal account, or
- as required by law.

A family member must leave the employer plan:

- when the employee member in relation to whom the family member has a family relationship leaves the plan,
- when they're no longer in a family relationship with the employee member, or
- as required by law.

Continuing in an AMP personal account or super arrangement

When you leave the employer plan, we provide you with a simple solution for the transfer of your super account. This means that you won't have to search for a new super account, unless you advise us that you would prefer to do so.

Your super will normally automatically continue in a personal account.

Continuing your super in a personal account allows you to enjoy the benefits of account features that you have access to in the employer plan. Your new employer can also contribute to your personal account.

We don't charge a fee when you leave, but there may be some differences in your new super arrangement because you're no longer part of the employer plan. For example, personal insurance premiums are different to group insurance premiums. We'll send you details of your new account and the options available to you.

Your account balance will remain invested in CustomSuper until the date we transfer it into your new super arrangement.

How the payment of final contributions and fees works

It's usual practice for CustomSuper employers to advise us when an employee member ceases employment or where a non-executive director ceases to qualify as a member, and to pay final contributions in the month after you finish work.

If the CustomSuper employer pays for your fees, including any insurance premiums, this will stop at the date you leave employment. With your automatic transfer to a personal account, any further fees, including any insurance premiums (if applicable) will be deducted from your new account.

A vesting scale may be applied to additional discretionary contributions that an employer makes. If a vesting scale applies to your account it will be noted in your **member benefit schedule** and your **member statement** will show your withdrawal benefit after the effect of the vesting scale. For more information go to the **vesting** section under **how CustomSuper works**.

What happens to your super and insurance when you leave your employer?

Unless you advise otherwise, when we're notified that you've left your CustomSuper employer's employment, we'll automatically transfer your account and your family members' accounts into one of two products.

If you transferred into CustomSuper from a previous product, you will be transferred to **AMP Flexible Super**. All other members will be transferred to **Flexible Lifetime – Super**.

Flexible Lifetime - Super		AMP Flexible Super	
With continuation of insurance	**Without continuation of insurance**	**With continuation of insurance**	**Without continuation of insurance**
– your account balance is \$1,000 (at the date your exit is processed) or more – we have your current postal address – you don't have a terminal illness and aren't Totally and Permanently Disabled – for the continuation of TPD cover and TSC cover, you're under age 60, and – for the continuation of Death cover (For Family members only), you're under age 70. – Your TTD cover will not continue in Flexible Lifetime - Super.	– we don't have your postal address – your account balance is less than \$1,000 (at the date your exit is processed) – you have a terminal illness or are Totally and Permanently Disabled – for the continuation of TPD cover and TSC cover, you're age 60 or over, or – for the continuation of Death cover (for family/spouse members only), you're age 70.	– your account balance is above \$0 at the date your exit is processed – we have your current postal address – you don't have a terminal illness and aren't Totally and Permanently Disabled – for the continuation of TPD cover, you're under age 65, and – Your TTD and TSC cover will not continue in AMP Flexible Super.	– we don't have your postal address – you have a terminal illness or are Totally and Permanently Disabled

Employee and family members' account balances will be transferred, effective as at the processing date.

When you leave CustomSuper, you're responsible for redirecting any contributions you may have been receiving from another employer to your new personal account with AMP (or other super provider if applicable).

> Your insurance cover in CustomSuper generally ceases on the day you cease employment.
>
> If your cover doesn't continue, you should consider taking out cover suitable to your circumstances.
>
> A continuation option may be available (see the continuation option section under **continuing in Flexible Lifetime – Super**). For further information on the continuation of insurance see the sub-heading **insurance cover** under the heading **continuing in Flexible Lifetime – Super** below.

Continuing in Flexible Lifetime – Super

Your membership

When you become a member of Flexible Lifetime – Super, we'll write to you to confirm the details of your new plan that has automatically continued in this super product.

> Flexible Lifetime – Super is issued by NM Super, as the trustee of the Super Directions Fund. You should consider the **PDS** and **fact sheets**, available at **amp.com.au**, in deciding whether to continue to hold the product.

Your investment options

Where possible, your investment choice for your existing account balance in CustomSuper and any future contributions will continue in your personal plan.

If you have money in (or future contributions allocated to) a CustomSuper investment option that isn't available in Flexible Lifetime – Super, that investment option will be replaced with a similar investment option.

> Amounts invested in the AMP MySuper investment option will remain invested in that investment option.
>
> Amounts invested in AMP Secure Choice will be invested in the AMP Super Cash investment option.
>
> The investment options in Flexible Lifetime – Super may have higher investment option fees.

Fees and costs

The fees and costs associated with your account may change and you'll be informed upon transfer.

> If you were receiving a MySuper Fee Rebate or Administration Fee Rebate, these will cease to apply.
>
> If your employer was paying some of the fees or insurance premiums on your behalf, these will cease. All future fees will be deducted from your new super account.

For more information please see the latest version of the Flexible Lifetime – Super **PDS** and **fact sheets**, which can be found at **amp.com.au**.

Your death benefit (beneficiaries) nomination

Your death benefit nomination will continue in Flexible Lifetime – Super, unless you advise otherwise.

Insurance cover

If upon leaving your employer you are transferred to Flexible Lifetime – Super, you will receive confirmation of insurance cover in your new account.

You may be able to apply to be assessed for additional insurance cover with AMP Life.

Default cover for MySuper members who leave their employer

If you do not have insurance in your employer plan because you don't meet Super law eligibility - for example, you are:

– under age 25 and/or have a balance below $6,000, and
– did not elect to have insurance,

if you transfer to Flexible Lifetime – Super and then become eligible, are age 25 and over, have a balance $6,000 or over and your account is not inactive (no contribution or rollover for 16 months), and if you have any account balance in a MySuper investment option, you will have the following insurance automatically applied to your account:

- Death cover of $50,000 if you are not yet age 65. Cover ceases when you turn age 99, and
- TPD cover of $10,000. Cover ceases when you turn age 65.

If you have previously told us you don't want your insurance, then this cover will not be applied.

Limited cover will apply until you have been **at work** for 30 consecutive days.

Cover will not apply if you have opted to reduce or cancel your insurance. Any change to the amount of your insured cover may also affect your insurance premiums.

If insurance is applied to your account you will be notified, including the amount, and cost, in your insurance confirmation letter. And you will also be able to see the amount of insurance in

your **member statements** going forward from that point.

Death cover in Flexible Lifetime – Super

Your Death cover (if any) will continue in Flexible Lifetime – Super under certain circumstances (see the **what happens to your super and insurance when you leave your employer?** section of this document).

The cover will convert to a dollar amount equal to the amount of cover you had in your employer plan on the day AMP was advised that you were leaving the plan.

TPD and TSC cover in Flexible Lifetime – Super

Employee member

If you're an employee member and, at the date you left your CustomSuper employer, you're under age 60, your TPD and TSC cover (if any) will continue at the same amount that you had with CustomSuper on the day AMP was advised that you were leaving the plan.

If you're a family member at the date the employee member left employment an, you're not yet age 70 for Death and age 60 for TPD (if any), your cover will continue at the same amount you had with CustomSuper.

Family/Spouse member

If at the date the employee member left employment or at the date you ceased to be in a family/spouse relationship with the employee member and, you're under age 70 for Death and age 60 for TPD (if any), your cover will continue at the same amount you had in the employer plan.

Free cover period

For employees only, if insurance cover isn't automatically continued to Flexible Lifetime – Super, we'll provide you with 60 days free cover for death and accidental TPD after you cease employment, at the same level of cover you had under CustomSuper, if you haven't made a disability claim and you're under age 60.

Premiums

If insurance isn't automatically continued, you may apply for a continuation option for Death cover if you're under 60 and TPD cover if you're under age 55.

Any other additional insurance cover that you have will cease.

The cost of any insurance cover continued under your Flexible Lifetime – Super plan will be higher (in some cases considerably higher) than that which applied to your cover under CustomSuper as personal insurance premiums are different to group insurance premiums.

The occupation classification that applied to you in your previous account for your insurance cover has also continued. Your premiums may reduce in the future depending on your occupation. If you want to have your occupation classification reviewed please speak to your financial adviser or contact us.

All premiums payable once you're a member of Flexible Lifetime – Super will be deducted from your personal plan effective from the start date of your account.

> Note: If you're an employee member whose CustomSuper employer paid any insurance premiums on your behalf, this will no longer apply when you leave your CustomSuper employer.

Making claims under Flexible Lifetime – Super

If you become disabled while you're a member of Flexible Lifetime – Super and you're not working at the time, you may not be able to claim under your TSC cover. If you claim a TPD benefit, AMP Life will assess your claim and consider your disablement compared to your working status at the time you become disabled.

Where a claim for TPD or TSC arises, AMP Life will assess your claim under the insurance cover in place at the time the illness or injury commenced:

- If disablement results from an illness or injury that commenced before the date you transferred to Flexible Lifetime–Super your claim will be assessed against your insurance in the employer plan, or
- If disablement results from an illness or injury that commenced after the date you transferred to Flexible Lifetime–Super your claim will be assessed against your insurance in Flexible Lifetime – Super.

AMP Life will not pay the TPD benefit under Flexible Lifetime – Super when disablement results from an illness or injury that commenced before the date you left the product.

As a member under Flexible Lifetime – Super, AMP Life will not pay for any condition that relates to the illness or injury that caused you to become totally and permanently disabled that occurs before the date the employee member left CustomSuper.

Also, if your insurance cover automatically continues to Flexible Lifetime – Super, we will not pay the TSC benefit when disablement results from an illness or injury that commenced before the date you left your employer and for which you have been paid a TPD benefit from CustomSuper.

Continuing in AMP Flexible Super

Membership

Your super will automatically continue to grow in an AMP Flexible Super account.

We will write to you to confirm the details of your new super account.

AMP Flexible Super is issued by NM Super, as the trustee of the Super Directions Fund. We recommend reading the **PDS** and **fact sheets**, available at **amp.com.au**, in deciding whether to continue to hold the product.

Investment options

Where possible, your investment choice for your existing account balance in CustomSuper and any future contributions will continue in your personal plan.

If you have money in (or future contributions allocated to) a CustomSuper investment option that isn't available in AMP Flexible Super, that investment option will be replaced with a similar investment option.

Amounts invested in the AMP MySuper investment option will remain invested in that investment option.

The investment options in AMP Flexible Super may have higher investment option fees.

Fees and costs

The fees and costs associated with your account may change and you'll be informed upon transfer.

If you were receiving a MySuper Fee Rebate or Administration Fee Rebate, these will cease to apply.

If your employer was paying some of the fees or insurance premiums on your behalf, these will cease. All future fees will be deducted from your new super account.

For more information please see the latest version of the AMP Flexible Super **PDS** and **fact sheets**, which can be found at **amp.com.au**.

Death benefit nomination

Your death benefit nomination will continue in AMP Flexible Super, unless you advise otherwise.

Insurance cover

If upon leaving your employer you are transferred to AMP Flexible Super, you will receive confirmation of insurance cover in your new account.

You may be able to apply to be assessed for additional insurance cover with AMP Life.

Default cover for MySuper members who leave their employer

If you do not have insurance in your employer plan because you don't meet Super law eligibility - for example, you are:

– under age 25 and/or have a balance below $6,000, and
– did not elect to have insurance,

if you transfer to AMP Flexible Super and then become eligible, are age 25 and over, have a balance $6,000 or over and your account is not inactive (no contribution or rollover for 16 months), and if you have any account balance in a MySuper investment option, you will have the following insurance automatically applied to your account:

– Death cover of $50,000. Cover ceases when you turn age 65, and
– TPD cover of $25,000. Cover ceases when you turn age 65.

If you have previously told us you don't want your insurance, then this cover will not be applied.

Limited cover will apply until you have been **at work** for 30 consecutive days.

Cover will not apply if you have opted to reduce or cancel your insurance. Any change to the amount of your insured cover may also affect your insurance premiums.

If insurance is applied to your account you will be notified, including the amount, and cost, in your insurance confirmation letter. And you will also be able to see the amount of insurance in your **member statements** going forward from that point.

Employee member

Your Death cover (if any) will continue in AMP Flexible Super under certain circumstances (see the **what happens to your super and insurance when you leave your employer?** section of this document).

Your death cover and TPD cover if you're under age 60 will convert to a dollar amount equal to the amount of cover you had in your employer plan on the day AMP was advised that you were leaving the plan.

Your TSC and TTD cover (if any) is cancelled when you leave CustomSuper.

Family/spouse members

Family/spouse members of employee members holding Business Protection, Simple Protection or Tailored Protection are not eligible to apply for insurance cover in CustomSuper.

You can apply for insurance cover with an underwritten application through AMP Flexible Super's Super Protection.

Fees and other costs

Important notes

We refer to investment options that are not the AMP MySuper investment options as Choice investment options.

This section shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole.

Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry fees and exit fees cannot be charged.

Taxes, insurance fees and other costs relating to insurance are set out in another part of this document.

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

The fees and other costs for each MySuper product offered by the superannuation entity and each Choice investment option offered by the entity are set out in the **investment guide** fact sheet.

Fees and other costs for the AMP MySuper investment option

AMP MySuper		
Type of fee	**Amount**	**How and when paid**
Investment fee(i)	0.30% pa	The **MySuper investment fee** is deducted daily from the assets of the MySuper investment option and reflected in the unit price.
Administration fee(i)	0.29% pa	The **MySuper administration fee** is deducted daily from the assets of the MySuper investment option and reflected in the unit price.
	Plus $7.57 per month	The **MySuper member fee**(ii) is deducted directly from your account each month.
	Less a **MySuper fee rebate** up to 0.29% pa, if applicable(iii).	The **MySuper fee rebate**(ii) is paid directly into your account each month.
Buy-sell spread	Nil, however a **transaction cost allowance** will apply – see **other fees and costs** below.	Not applicable.
Switching fee	Nil.	Not applicable.
Advice fees relating to all members investing in a particular MySuper product or investment option	Nil.	Not applicable.
Other fees and costs	**Transaction cost allowance % +/- (iv) for AMP MySuper** **1990s**: 0–0.38 **1980s**: 0–0.39 **1970s**: 0–0.37 **1960s**: 0–0.37 **1950s**: 0–0.39 **Capital Stable**: 0–0.37	The **transaction cost allowance**(ii) is either deducted from, or added to, the assets of the MySuper investment option in arriving at the unit price. It may change on a regular basis and is subject to change without notice to you. When a change is made, the value of your investment in the investment option will either increase or decrease.
	Plus **advice fees for personal advice**(iii) as agreed between you and your financial adviser.	Deducted directly from your account.
	Plus **insurance fees**(iii) – insurance premiums will apply if you have insurance cover.	Deducted directly from your account in arrears at the end of each month.

AMP MySuper		
Type of fee	**Amount**	**How and when paid**
Indirect cost ratio(i)(v)	**Total estimated indirect cost ratio % pa for AMP MySuper** **1990s** 0.33 · **1980s** 0.34 · **1970s** 0.35 · **1960s** 0.32 · **1950s** 0.31 · **Capital Stable** 0.36	The total indirect cost ratio includes **performance based fees**(ii) and **other indirect costs**(ii). These are deducted from the underlying assets of the investment option and reflected in the unit price. They are variable and may be more or less than the amounts shown.

Total estimated indirect cost ratio % pa for AMP MySuper:

1990s	1980s	1970s	1960s	1950s	Capital Stable
0.33	0.34	0.35	0.32	0.31	0.36

(i) If your account balance for a MySuper investment option is less than $6,000 at 30 June, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% (after the benefit of any tax deduction passed on to you) of the account balance for your MySuper investment option. Any amount charged in excess of that cap will be refunded.
(ii) Refer to the **additional explanation of fees and costs** section for more information.
(iii) Refer to your **member benefit schedule** to see if a **MySuper fee rebate** applies to you. Please note that any rebate may cease if you leave your employer.
(iv) The ranges shown here are based on the latest information available to us at the date of this document. The **transaction cost allowance** for an investment option can change at any time and may exceed the maximum amount shown.
(v) Costs are variable and may be more or less than the estimated amounts shown which are based on the known actual or estimated costs incurred for the last financial year. Past costs are not a reliable indicator of future costs.

Fees and other costs for Choice investment options

CustomSuper – Choice investment options		
Type of fee	**Amount**	**How and when paid**
Investment fee(i)	0.00% to 1.79% pa depending on the investment option(ii).	The **investment fee**(iii) is deducted daily from the assets of each investment option and reflected in the unit price or crediting rate when declared.
Administration fee(i)	0.50% to 1.40% pa depending on the investment option(ii).	The **administration fee** is deducted daily from the assets of each investment option and reflected in the unit price or crediting rate when declared.
	Plus If you are in a Type A plan: – $9.20 per month irrespective of your account balance. If you are in a Type B plan: – Nil, if your account balance is $10,000 or more at the end of the month; or – $9.20 each month if your account balance is less than $10,000 at the end of the month. You can find your plan's classification in your **member benefit schedule**.	The **member fee**(v) is deducted directly from your account each month. If you are also invested in the AMP MySuper investment option, any excess of the **member fee** over the **MySuper member fee** will be deducted from your Choice investment option(s). Your employer may have negotiated with us to waive the **member fee**(iv).
	Less up to 1.40% pa(iv).	The **administration fee rebate**(v) is paid directly into your account each month.
Buy-sell spread	Nil, except where a **release price**(v) is charged. However, a **transaction cost allowance** may apply – see **other fees and costs** below.	Not applicable.
Switching fee	Nil.	Not applicable.
Advice fees relating to all members investing in a particular MySuper product or investment option	Nil.	Not applicable.

CustomSuper – Choice investment options		
Other fees and costs	0 to +/- 0–1.86%[vi] depending on the investment option[ii].	The **transaction cost allowance**[v] is either deducted from, or added to, the assets of the relevant investment option in arriving at the unit price. It may change on a regular basis and is subject to change without notice to you. When a change is made, the value of your investment in the investment option will either increase or decrease.
	Plus **advice fees for personal advice**[v] as agreed between you and your financial adviser.	Deducted directly from your account.
	Plus **insurance fees**[v] – insurance premiums will apply if you have insurance cover.	Deducted directly from your account in arrears at the end of each month.
Indirect cost ratio[i][vii]	0 to 2.05% pa depending on the investment option[ii], consisting of estimated **performance based fees** and **other indirect costs**.	**Performance based fees**[v] are paid to certain investment managers when they meet specific investment performance targets. They are deducted from the underlying assets of the investment option and reflected in the unit price. They are variable and may be more or less than the amounts shown. **Other indirect costs**[v] are deducted from the underlying assets of the investment option and reflected in the unit price as and when they are incurred. They are variable and may be more or less than the amounts shown.

(i) If your account balance for Choice investment options is less than $6,000 at 30 June, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% (after the benefit of any tax deduction passed on to you) of the account balance for your Choice investment options. Any amount charged in excess of that cap will be refunded.

(ii) Refer to the **investment options and fees** section in the **investment guide** fact sheet for amounts for each investment option.

(iii) For certain investment options, the **investment fee** may include estimates of amounts deducted from underlying investments including amounts charged on the gross assets of the underlying investment. These estimated amounts may vary and as a result the **investment fee** for these investment options may be more or less than the amounts shown which are based on the known actual or estimated costs incurred for the last financial year. Past costs are not a reliable indicator of future costs.

(iv) If you receive an administration fee rebate, the amount will be shown on your **member statement**. Please note that any rebates or discounts may cease if you leave your employer.

(v) Refer to the **additional explanation of fees and costs** section for more information.

(vi) The range shown here is based on the latest information available to us at the date of this document. The **transaction cost allowance** for an investment option can change at any time and may exceed the maximum amount shown.

(vii) Costs are variable and may be more or less than the estimated amounts shown which are based on the known actual or estimated costs incurred for the last financial year. Past costs are not a reliable indicator of future costs.

Additional explanation of fees and costs

Administration fee rebates

An **administration fee rebate (AFR)** may apply depending on the dollar size of assets in your CustomSuper plan and the dollar amount of your account balance. The **AFR** is a monthly rebate on the **administration fees** that apply to you.

The **AFR** that applies to you can change each month. If you leave CustomSuper before the end of the month or before the rebate is paid (in the next month), the **AFR** for that month will not apply to you.

Also, when plan assets are transferred to the plan (other than on the first of the month), a proportioned **AFR** may apply based on the asset weighting and the number of days the new assets are held within the plan.

The **AFR** is calculated by determining your **AFR** rates. These are determined by:

- the dollar size of your CustomSuper employer plan at the end of the month
- your total account balance at the end of the month
- whether you invest in the AMP MySuper investment option, AMP Super Cash option, AMP Term Deposit and AMP Capital Dynamic Markets (Series 2), and
- whether you're in a Type A or a Type B plan. You can find your plan's classification in your **member benefit schedule**.

The standard **AFR** are set out in the tables below. In some circumstances, your CustomSuper employer may have negotiated a non-standard **AFR**.

Your **AFR** rate is multiplied by the applicable portion of your account balance at the end of the month, excluding balances in the AMP MySuper investment option, and distributed proportionally across all investment options you hold, excluding AMP MySuper and AMP Term Deposits. It is paid directly into your account, usually with seven Sydney business days after the end of the month, by issuing additional units in your unitised investment options (excluding amounts invested in the AMP MySuper investment option) and by increasing your account balance in your crediting rate investment options, excluding AMP Term Deposits. Any **AFR** attributable to your investment in AMP Term Deposits is distributed to AMP Super Cash.

If you receive an **AFR**, the amount will be shown on your **member statement**.

The **AFR** tables on the next page will apply to holdings in investment options other than the AMP MySuper investment option, AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2).

Type A plans

CustomSuper employer plan size	Total account balance(i)				
	Under $100,000 rebate	$100,000 to $199,999 rebate	$200,000 to $499,999 rebate	$500,000 to $999,999 rebate	$1 million or more rebate
$ million	**% pa**	**% pa**	**% pa**	**% pa**	**% pa**
Under 1.5	0.25	0.65	0.75	0.90	1.10
1.5–2.0	0.35	0.70	0.80	0.90	1.10
2.0–3.0	0.45	0.75	0.85	0.95	1.15
3.0–4.0	0.55	0.80	0.90	1.00	1.20
4.0–5.0	0.65	0.85	0.95	1.05	1.25
5.0–6.0	0.75	0.90	1.00	1.10	1.30
6.0–7.0	0.85	1.00	1.10	1.15	1.35
7.0–8.0	0.95	1.10	1.20	1.20	1.40
8.0–9.0	1.05	1.20	1.30	1.30	1.40
9.0–10.0	1.10	1.25	1.35	1.35	1.40
10.0–12.5	1.15	1.30	1.40	1.40	1.40
12.5–15.0	1.25	1.35	1.40	1.40	1.40
15.0–20.0	1.35	1.40	1.40	1.40	1.40
20.0 or more	1.40	1.40	1.40	1.40	1.40

(i) Your total account balance and employer plan size is used to determine the **AFR** rate. However, the dollar rebate is calculated by multiplying the **AFR** rate by your account balance excluding any balance invested in AMP MySuper, AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2). When converted into a dollar value, your **AFR** is distributed proportionally across all investment options you hold excluding AMP MySuper and AMP Term Deposits.

Type B plans

CustomSuper employer plan size	Total account balance(i)						
	Under $100,000 rebate	$100,000 to $199,999 rebate	$200,000 to $499,999 rebate	$500,000 to $999,999 rebate	$1,000,000 to $1,499,999 rebate	$1,500,000 to $2,999,999 rebate	$3 milion or more rebate
$ million	**% pa**	**% pa**	**% pa**	**% pa**	**% pa**	**% pa**	**% pa**
Under 1.5	0.25	0.65	0.65	0.85	1.00	1.10	1.10
1.5–2.0	0.30	0.65	0.70	0.85	1.00	1.10	1.10
2.0–3.0	0.35	0.65	0.75	0.90	1.10	1.10	1.25
3.0–4.0	0.45	0.70	0.75	0.90	1.10	1.10	1.25
4.0–5.0	0.55	0.75	0.75	0.90	1.10	1.15	1.25
5.0–6.0	0.65	0.80	0.80	0.95	1.10	1.20	1.25
6.0–7.0	0.75	0.90	0.90	1.00	1.15	1.25	1.25
7.0–8.0	0.85	1.00	1.00	1.05	1.20	1.25	1.25
8.0–9.0	0.95	1.10	1.10	1.10	1.25	1.30	1.30
9.0–10.0	1.00	1.15	1.15	1.15	1.30	1.35	1.35
10.0–12.5	1.05	1.20	1.20	1.20	1.35	1.40	1.40
12.5–15.0	1.15	1.25	1.25	1.25	1.40	1.40	1.40

CustomSuper employer plan size	Total account balance[i]						
15.0–20.0	1.25	1.30	1.30	1.30	1.40	1.40	1.40
20.0 to 50.0	1.35	1.35	1.35	1.35	1.40	1.40	1.40
50.0 or more	1.40	1.40	1.40	1.40	1.40	1.40	1.40

(i) Your total account balance and employer plan size is used to determine the **AFR** rate. However, the dollar rebate is calculated by multiplying the **AFR** rate by your account balance excluding any balance invested in AMP MySuper, AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2). When converted into a dollar value, your **AFR** is distributed proportionally across all investment options you hold excluding AMP MySuper and AMP Term Deposits.

The table below shows the administration fee rebates that will apply to holdings in AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2) whether you are in a Type A plan or Type B plan.

CustomSuper employer plan size	Total account balance[i]			
	Under $1 million rebate	$1 million to $1,499,999 rebate	$1.5 million to $2,999,999 rebate	$3 million or more rebate
$ million	% pa	% pa	% pa	% pa
All plan sizes	0.16	0.26	0.31	0.36

(i) Your total account balance is used to determine the AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2) **AFR** rate. However, the dollar rebate is calculated by multiplying the AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2) **AFR** rate by the balance invested in AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2) only. When converted into a dollar value, your AMP Super Cash, AMP Term Deposits and AMP Capital Dynamic Markets (Series 2) **AFR** is distributed proportionally across all investment options you hold (except AMP MySuper and AMP Term Deposits).

AFR do not apply to balances invested in the AMP MySuper investment options. Instead you may be entitled to a **MySuper fee rebate.**

Borrowing costs

Some investment options have underlying investments that use credit facilities to gain increased asset exposures.

Borrowing costs include costs relating to a credit facility such as interest, government charges and debt advisory costs. They are deducted from the underlying assets of the investment option and reflected in the unit price or crediting rate declared as and when they are incurred and are an additional cost to you.

Borrowing costs are estimated based on the actual costs incurred for the last financial year. Where the actual costs are not known, we have estimated these costs based on the latest information available to us. Where an investment option is new, or was first made available during this or the last financial year, we have estimated the costs that will apply to the current financial year.

Borrowing costs are not included in **other indirect costs.**

Estimates of **borrowing costs** as applicable for each investment option can be found in the **fees and costs** section of the **investment guide** fact sheet.

Changing the fees

The fees that currently apply to your account are charged according to:

– the trust deed of the Super Directions Fund (SDF)
– investment management agreements between NM Super (the trustee of the fund) and a fund manager, and
– life policies issued to NM Super.

We may also change the fees or introduce new fees. None of these changes require your prior consent. We'll notify you at least 30 days before any increase in fees, except those fee increases in line with the Consumer Price Index (CPI) where no notice needs to be given.

The trust deed for the SDF permits us to be paid remuneration out of the SDF up to 3% per annum of a member's account balance plus $250 per annum. For members who have transferred from a previous super fund product, the trust deed permits us to be paid remuneration up to the maximum amounts we were able to charge under your old product.

We may also change the **performance based fees** negotiated with investment managers without prior notice to you.

The trust deed, which sets out the rights and obligations of the trustee and the client, is also available online at **amp.com.au/trusteedetails**.

Employer paid fees (Employee members only)

Your CustomSuper employer may have agreed to pay some of your fees such as the **MySuper administration fee**, **MySuper member fee** and any insurance premiums.

If your CustomSuper employer has agreed to pay your fees, including any insurance premiums, and doesn't make those payments within 90 days of their due date, we will deduct the payments from your account and change the arrangement so that fees, including any insurance premiums, are deducted from your account in future.

We will give you at least 30 days' notice before we make this change, to give you time to discuss the overdue fees with your employer. If we don't receive the overdue amounts within 90 days of their original due date, we will make the changes outlined above and write to you to confirm that we have made the change.

If you direct your SG contributions away from CustomSuper to another super fund and your CustomSuper employer was paying your fees, including any insurance premiums, your CustomSuper employer may decide to stop meeting these costs.

If you are aged 67 or over and additional employer contributions cannot be made (see **when can we accept contributions** under the **contributions** section of this guide), your CustomSuper employer will be legally prevented from paying your fees, including any insurance premiums.

If any of these situations occurs, you will be moved to a separate membership category within the CustomSuper plan where any fees, including insurance premiums, will now be paid by you.

You will receive an **interim statement** advising this change. This statement will confirm the amount of insurance cover, the premiums and any fees (if applicable) to be deducted from your account balance in future.

Indirect cost ratio

The trustee has elected to treat certain costs that are not paid out of the superannuation fund as indirect costs. These are disclosed under the **indirect cost ratio** and consist of **performance based fees** and **other indirect costs**.

The fees we charge are not subject to this election and are disclosed under the relevant fee headings in the previous fees and other costs table. In addition, estimates of any management fees charged by any investment managers appointed by us, or any underlying investment managers, are disclosed under the **investment fee**.

Performance based fees

The trustee does not directly charge a performance fee, however **performance based fees (PBFs)** are paid to certain investment managers. A **PBF** is a reward an investment manager receives if they exceed specific performance targets, normally up to 25% of the outperformance over the relevant benchmark index. Any **PBFs** charged are deducted from the underlying assets of the investment option and reflected in the unit price or crediting rate declared and are in addition to any **investment** or **administration fees**.

Each **PBF** is calculated slightly differently but they all have the following common elements:

- A **PBF** is only payable to a manager if they achieve a target level of return
- Each time a **PBF** is paid the portfolio must reach the previous highest value plus the appropriate performance hurdle before a new **PBF** is payable
- **PBFs** are calculated and accrued regularly (at least monthly) and incorporated into the calculation of unit prices. The accrued **PBF** can rise or fall in line with delivered performance, and
- **PBFs** are only payable at the end of each financial year and in certain circumstance payments may be delayed.

Multi-sector and multi-manager investment options may have a number of investment managers with **PBFs**, and each will be determined on each investment manager's performance. This means an individual manager can earn its **PBF** irrespective of the investment option's overall investment returns.

PBFs for each investment option are based on the actual costs incurred for the last financial year. Where the actual costs are not known we have estimated these costs based on the latest information available to us. Where an investment option is new, or was first made available during this or the last financial year, or where a **PBF** has been introduced to an existing investment option, we have estimated the **PBF** that will apply to the current financial year. These amounts are not an indication of future performance and should not be relied on as such. If the investment performance of a particular asset class is better than the set benchmark, the **PBF** paid could be much higher.

Estimates of **performance based fees** for each investment option can be found in the **fees and costs** section of the **investment guide** fact sheet.

Performance based fee example

The following example shows how a **performance based fee (PBF)** is calculated. The example should not be taken as the amount of the actual **PBF** in relation to this product. The actual **PBF** for each investment option will depend on various other factors.

ABC Investment Option is a hypothetical Multi-sector (Traditional) investment option. It has a multi-manager investment approach and certain investment managers within some of the asset classes have a **PBF** of up to 25% of their outperformance over their relevant benchmark index.

For the purpose of this example, the following three assumptions apply.

<table>
<tr><th colspan="4">Assumptions</th></tr>
<tr><td rowspan="11">Assumption 1</td><td colspan="3">The ABC investment option's asset allocation (by asset class) and percentage of investment managers for each asset class entitled to PBFs is shown in the table below.</td></tr>
<tr><td>Asset class</td><td>(A) % allocation to each asset class</td><td>(B) % of managers entitled to a PBF</td></tr>
<tr><td>Global shares</td><td>27</td><td>100</td></tr>
<tr><td>Australian shares</td><td>28</td><td>45</td></tr>
<tr><td>Growth alternatives</td><td>12</td><td>100</td></tr>
<tr><td>Direct property</td><td rowspan="2">6</td><td rowspan="2">20</td></tr>
<tr><td>Listed property</td></tr>
<tr><td>Defensive alternatives</td><td>6</td><td>100</td></tr>
<tr><td>Global bonds</td><td>7</td><td>0</td></tr>
<tr><td>Australian bonds</td><td>11</td><td>40</td></tr>
<tr><td>Cash</td><td>3</td><td>0</td></tr>
<tr><td>Assumption 2</td><td colspan="3">PBF as a % of outperformance payable for all asset classes = 25%</td></tr>
<tr><td>Assumption 3</td><td colspan="3">Performance in excess of the benchmark for each investment manager = 1%</td></tr>
</table>

The estimated **PBF** for each asset class is calculated using the following formula:

(A) Allocation to an asset class (Assumption 1) X (B) % of managers entitled to a PBF (Assumption 1) X (25%) PBF as a % of outperformance (Assumption 2) X (1%) the performance in excess of the benchmark (Assumption 3)

Based on the calculation below, if you have a balance of $100,000 in the ABC investment option and if the outperformance of 1% by all the managers occurs in one year, the total **PBF** to you for this option across all the asset classes would be $158.

Asset sector	Assumption 1 % (A)	Assumption 1 % (B)	Assumption 2 %	Assumption 3 %	Total PBF %	Total PBF ($)
Global shares	27	100	25	1	0.0675	67.50
Australian shares	28	45	25	1	0.0315	31.50
Growth alternatives	12	100	25	1	0.0300	30.00
Direct and listed property	6	20	25	1	0.0030	3.00
Defensive alternatives	6	100	25	1	0.0150	15.00
Global bonds	7	0	25	1	0.0000	–
Australian bonds	11	40	25	1	0.0110	11.00
Cash	3	0	25	1	0.0000	–
Total						**158.00**

Further details of the investment options that have one or more investment managers who can earn a **PBF** is available on request.

Other indirect costs

Other indirect costs are incorporated into the investment option's unit price (or crediting rate, if applicable). They include costs incurred in any underlying investment vehicles. They are not fixed, will vary from time to time and will depend on the actual mix and type of assets of the underlying investments, the trading of those assets, and the actual costs incurred.

They comprise of:

- certain **transaction costs**, such as brokerage, settlement and clearing costs, stamp duty, and the buy/sell spreads of any underlying managed funds, which have not been paid for from the **transaction cost allowance**
- investment related costs, such as audit and legal fees, tax and accounting services, custody, regulatory compliance and registry services and securities lending costs, and
- costs of investing in, and trading, over-the-counter (OTC) derivatives.

They do not include **borrowing costs** or certain other **transactional and operational costs.**

Other indirect costs are estimated based on the actual costs incurred for the last financial year. Where the actual costs are not known, we have estimated these costs based on the latest information available to us. Where an investment option is new, or was first made available during this or the last financial year, we have estimated the costs that will apply to the current financial year.

Estimates of **other indirect costs** for each investment option can be found in the **fees and costs** section of the **investment guide** fact sheet.

Insurance commissions

We may pay commission on insurance premiums to your financial adviser if you have selected choice investment option(s). We normally pay a standard commission to your financial adviser, you do not pay an additional amount.

There are no commissions paid if you have invested in the MySuper investment option. You can obtain details on commission rates from your financial adviser.

For more information about the costs of insurance, see the **insurance in your super** section in the **PDS**, your **member benefit schedule** and the applicable **insurance guide** fact sheet.

Insurance fees

If you have insurance, a premium will be deducted from your super account each month to pay for your insurance. We will deduct your insurance premiums, in the following order:

1. First, from any money held in Choice investment option(s), excluding any amount held in term deposits.
2. If there is insufficient money in Choice investment option(s), or if your only investment is in the MySuper investment option, we will then deduct from the MySuper investment option.

All insurance premium deductions are ceased upon notification to us of your death and will be reversed back to the date of death.

All adviser fee for personal advice deductions are ceased upon notification to us of your death. Any adviser fees for personal advice deducted since the date of death will be reversed back to the date of death.

Administration and investment fees will continue whilst your account remains open and are charged in accordance with the applicable product rules and disclosures.

Member fee

If applicable, the **member fee** is deducted directly from your account, usually within seven Sydney business days after the end of the month, by cashing units for each unitised investment option or reducing your account balance for each crediting rate investment option (excluding any term deposits).

The **member fee** is deducted from each investment option (excluding any term deposits) according to the proportion of your total account balance invested in each option.

If you are also invested in the AMP MySuper investment option, the **MySuper member fee** will be deducted from your MySuper investment option and any excess of the applicable **member fee** over the **MySuper member fee** will be deducted from your Choice investment option(s). If you are invested in the AMP MySuper investment option and term deposits only, the excess applicable **member fee** is accrued and deducted from interest payments or on a break of the term deposit.

MySuper fee rebate

Your employer may have negotiated discounted **MySuper administration fees**. This discount only applies to the balance held in the AMP MySuper investment option and is credited to your account in the form of a **MySuper fee rebate.**

If applicable, your **MySuper** fee rebate will be shown in your **member benefit schedule** and on your **member statement**. This discount can change each month depending on the amount invested in the AMP MySuper investment option.

If applicable, your **MySuper fee rebate** is paid directly into your account usually within seven Sydney business days after the end of the month, by issuing additional units in the AMP MySuper investment option.

If you withdraw your money before the end of the month, or before the discount is paid, no **MySuper fee rebate** will be payable to you for that month. Also, when plan assets are transferred to the plan (other than on the first of the month), a proportioned **MySuper fee rebate** may apply based on the asset weighting and the number of days the new assets are held within the plan.

If you leave your employer, a **MySuper fee rebate** may no longer apply. If you are transferred automatically to a personal arrangement in the circumstances set out in **leaving the CustomSuper employer plan** in the **other information about CustomSuper** section, the **MySuper fee rebate** will no longer apply in your personal arrangement.

MySuper member fee

The **MySuper member fee** is deducted directly from your account, on the last Friday of the month, by cashing units in your AMP MySuper investment option.

If you leave during the month, we may deduct a proportional amount of the MySuper member fee for the number of days in the month that you were a member.

Payments to your financial adviser

Please note: You may have to pay additional fees to your financial adviser if you consult one. Please refer to the **statement of advice** you will be given by your financial adviser.

Advice fees for personal advice

You may agree with your financial adviser for a fee to be paid for the services provided to you. This fee may be:

- a one-off amount paid as a lump sum, and/or
- an ongoing fee, paid monthly, which is either:
  - a fixed amount, or
  - a set percentage of your account balance.

Advice fees for personal advice must only be for services provided in respect of your CustomSuper account and must not be used to pay for any other products or financial planning advice about broader non-super savings and investment opportunities.

If a financial adviser's Australian financial services (AFS) licensee has an agreement with AMP and the trustee agrees to it, AMP will be responsible for paying the fee and will charge a fee of an equivalent amount to your CustomSuper account. Your financial adviser may receive only part of the fee paid. Your financial adviser's AFS licensee may also make additional payments to your financial adviser. For more details of those payments and any other benefits, ask your financial adviser.

Any ongoing advice fee is deducted from your account, effective the last day of the month.

Advice fees for personal advice agreed with your financial adviser will only be paid from the date your balance first reaches $1,200 or more. If your account balance is $1,000 or less, or a payment of the above fee(s) would result in your account balance decreasing to $1,000 or less, no payment will apply.

You can change or cancel any ongoing advice fee by completing a **changing your personalised fee structure** form.

We need to receive your completed form at least four Sydney business days before the end of the month, for the change or cancellation to apply in that month.

Release price

If your CustomSuper employer requests either:

- all or part of the assets invested in a choice option within a plan account to be switched to another investment option, or
- a withdrawal from CustomSuper in order to transfer funds to another super plan or fund

AMP may subtract the estimated sale cost from proceeds of the underlying assets (which may reduce the unit price you receive on exit depending on the **transaction cost allowance** at the time of the switch or transfer). The reduced unit price is called the **release price**.

Taxation and fees

The actual amount of fees you pay (or rebates you receive) in CustomSuper will be reduced by up to 15%.

This is because super funds currently receive a tax deduction for expenses, which is passed on to you. The fees and rebates shown in the tables of fees and other costs in this fact sheet are before any applicable tax deduction.

The fees described in the **PDS** and the **fact sheets** include, if applicable, GST less input tax credits. Further information on taxes are set out in the **how super is taxed** section of the **PDS** and the **taxes** section of this fact sheet.

Transactional and operational costs

Transactional and operational costs are generally incurred when dealing with the assets of the relevant investment option, including any assets of any investment vehicles in which the investment option invests.

Transactional and operational costs incurred by an investment option consist of **transaction costs,** less any amounts recovered by the charging of a **transaction cost allowance** and **property operating costs**.

Transactional and operational costs are estimated based on the actual costs incurred for the last financial year. Where the actual costs are not known, we have estimated these costs based on the latest information available to us. Where an investment option is new, or was first made available during this or the last financial year, we have estimated the costs that will apply to the current financial year.

Details of estimates of **transactional and operational costs** for each investment option, including **transaction costs** before and after any amounts recovered by the charging of a **transaction cost allowance**, and **property operating costs**, can be found in the **fees and costs** section of the **investment guide** fact sheet.

Transaction costs

Transactional and operational costs are generally incurred when dealing with the assets of the relevant investment option, including any assets of any investment vehicles in which the investment option invests.

Transactional and operational costs incurred by an investment option consist of **transaction costs,** less any amounts recovered by the charging of a **transaction cost allowance** and **property operating costs**.

Transactional and operational costs are estimated based on the actual costs incurred for the last financial year. Where the actual costs are not known, we have estimated these costs based on the latest information available to us. Where an investment option is new, or was first made available during this or the last financial year, we have estimated the costs that will apply to the current financial year.

Details of estimates of **transactional and operational costs** for each investment option, including **transaction costs** before and after any amounts recovered by the charging of a **transaction cost allowance**, and **property operating costs**, can be found in the **fees and costs** section of the **investment guide** fact sheet.

Transaction cost allowance

The unit price for each investment option includes a **transaction cost allowance** which is based on an estimate of the anticipated transaction costs each investment option will incur. The **transaction cost allowance** aims to offset the actual transaction costs incurred and isn't paid to us or any investment manager.

The anticipated transaction costs are based on forecast investments and withdrawals for each investment option. For example:

- If new investments are expected to exceed withdrawals from an investment option, then asset values may be adjusted by adding an allowance for the costs of buying assets which will increase the unit price, and
- Similarly, if new investments are expected to be less than withdrawals then asset values may be adjusted by subtracting an allowance for the costs of selling assets which will decrease the unit price.

The **transaction cost allowance** may change on a regular basis and can change without notice to you. Depending on the change, the value of your investment in the investment option will either increase (a benefit to you) or decrease (a cost to you).

The **transaction cost allowance** does not apply to investment options that declare a crediting rate.

The **transaction cost allowance** ranges for each investment option are shown in the **investment guide** fact sheet.

Property operating costs

Some investment options have direct or underlying investments that have exposure to real estate assets or hold investment vehicles that have exposure to real estate assets.

These investment options may incur **property operating costs** in relation to the management of these assets including rates, utilities, repairs and maintenance costs that have not been recovered from tenants.

Property operating costs are deducted from the underlying assets of the investment option and reflected in the unit price (or crediting rate, if applicable) as and when they are incurred and are an additional cost to you.

They are not included in **other indirect costs**.

Defined fees

When used in the **PDS** (including this **fact sheet**), the following types of fees have the meaning described below.

Fee	Definition

Activity fee	A fee is an **activity fee** 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 an administration fee, an investment fee, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

Administration fee	An **administration fee** is a fee that relates to the administration or operation of the superannuation entity and includes costs that relate to that administration or operation, other than: – borrowing costs – indirect costs that are not paid out of the superannuation entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee of the entity or in an interposed vehicle or derivative financial product, and – costs that are otherwise charged as an investment fee, 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** if:
	– the fee relates directly to costs incurred by the trustee 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 of the entity, and
	– those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an insurance fee.

Buy-sell spread	A **buy-sell** spread is a fee to recover transaction 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** 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.
Indirect cost ratio	The **indirect cost ratio** (**ICR**), for a MySuper product or an investment option offered by a superannuation entity, is the ratio of the total of the indirect costs for the MySuper product or investment option, to the total average net assets of the superannuation entity attributed to the MySuper product or investment option. Note: A dollar-based fee deducted directly from a member's account is not included in the ICR.
Insurance fee	An **insurance fee** is a fee that relates to insurance premiums and costs incurred in providing insurance.

Investment fee	An **investment fee** is a fee that relates to the investment of the assets of a superannuation entity 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, other than:
	    – borrowing costs
	    – property operating costs
	    – indirect costs that are not paid out of the superannuation entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee of the entity or in an interposed vehicle or derivative financial product, and
	    – costs that are otherwise charged as an administration fee, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Switching fee	A **switching fee**: – for a MySuper product, is a fee to recover the costs of switching all or part of a member's interest to or from a MySuper product, and – for Choice investment options, is a fee to recover the costs of switching all or part of a member's interest from one investment option to another.

Taxes

Tax

Generally, your super is taxed:

- when contributions are made
- while your money is invested, or
- when money is withdrawn from super.

Taxes on contributions

General contributions tax

A contributions tax of up to 15% applies to:

- employer contributions eg superannuation guarantee, and
- after-tax member contributions where a tax deduction is claimed.

Contributions tax may be reduced by deductions (available to the fund) for items such as insurance premiums and tax offsets.

Contributions tax is paid to the ATO monthly. We deduct the amounts from your account either at the time of contribution or quarterly, depending on the type of contribution or when your account is closed. This frequency might change to monthly to match payments to the ATO.

Contributions tax will not be deducted from contributions made to your account by you (unless you provide us with a **notice of intent to claim a personal tax deduction**), your spouse or the government.

Tax if you're a high income earner

If your income and certain contributions exceed $250,000 in a financial year, you will be taxed an additional 15% on the lesser of the excess over $250,000 and the contributions. The ATO will notify you after the end of the financial year if you are liable to pay this additional tax.

For further information about this tax visit the ATO website at **ato.gov.au**.

Tax on excess contributions

If you exceed your contributions caps, you may have to pay extra tax on the excess amount. The tax treatment of excess contributions depends on whether the contributions are concessional (before-tax) contributions or non-concessional (after-tax) contributions.

Your assessable income will automatically include the amount of any excess concessional contributions made in the financial year. The excess amount is taxed at your marginal tax rate, less a 15% tax offset, and you'll also pay an excess concessional contributions interest charge calculated by the ATO. You'll have the option of withdrawing up to 85% of your excess concessional contributions from your super. Any excess concessional contributions that you do not withdraw will count towards your non-concessional contribution cap.

Through the ATO release authority process, amounts contributed above your non-concessional contributions caps plus 85% of an associated earnings amount may be released from super and returned to you. The full amount of associated earnings will be taxed at your marginal tax rate less a 15% tax offset. If you choose to leave your excess in super, the excess contributions will be taxed at the top marginal tax rate (including Medicare levy).

For further information about this tax visit the ATO website at **ato.gov.au**.

It's important to note that the excess contributions tax rates are applied to the gross amount of the contribution or payment and there is no reduction for death and disability premiums, unlike the standard 15% contributions tax on concessional contributions.

Tax if you choose not to provide your TFN

Another tax (called the no-TFN tax) of 32% applies to all employer contributions if you do not give us your tax file number (TFN).

This tax rate is not reduced by tax deductions.

This tax is calculated and deducted at the earlier of 30 June each year and when you leave CustomSuper.

You may be eligible for a refund of no-TFN tax if your TFN is supplied within four financial years from the start of the financial year when the contribution is made. Any refund will be added to your super benefit and will be subject to the usual cashing restrictions and tax rules.

Taxes on your fund's investment earnings

Investment earnings on your super account are taxed up to 15%. A transition to retirement pension account is also taxed up to 15% until you reach age 65, or you notify us that you meet another prescribed condition of release.

Capital gains on some assets within a super fund that are held for at least 12 months are taxed at an effective rate of up to 10%.

This tax is deducted before we declare investment returns.

Taxes on withdrawals

No lump sum tax for 60 and over

All lump-sum benefits received by you on or after age 60 are tax-free.

Lump sum tax rates for under 60s

If you are under age 60 and withdraw your money from your super account, then generally you are subject to lump-sum tax based on the tax components of your withdrawal benefit (see table below).

Component	Maximum tax rate	
Tax-free component	Completely tax-free	
Taxable component (taxed element):		
Under preservation age(i)		20% plus Medicare levy
Preservation age to age 59	Up to the low rate cap(ii)	0%
	Amounts over the low rate cap(ii)	15% plus Medicare levy
Age 60 or over		Completely tax-free

(i) For your preservation age see the **accessing your super** section in this fact sheet.

(ii) The lifetime low rate cap is $215,000 for 2020/21 and will be indexed to Average Weekly Ordinary Time Earnings (AWOTE) rounded down to the nearest $5,000 in subsequent years. For further information visit **ato.gov.au**

If you are under age 60 and have not provided your TFN, we are required to withhold tax at the highest marginal rate from the taxable component of a lump-sum benefit paid to you.

If you transfer the money directly to another super fund, or retirement account, you won't need to pay any lump-sum tax.

Super lump sum – less than $200

A member who withdraws their entire super as a lump sum will receive it tax-free provided the following criteria are met:

- you've terminated employment with your sponsoring employer and the entire amount of your preserved benefit at the time of termination is less than $200, or
- you're a lost member who is found and the entire amount of your benefit in the fund when released is less than $200.

Lump sum death benefits

Generally, lump sum death benefits are tax-free where the benefit is paid to a dependant under tax law.

The taxable component of lump sum death benefits paid to a non-dependant under tax law will incur 15% tax on the taxed element plus Medicare levy and 30% tax on the untaxed element plus Medicare levy.

Lump sum disability benefits

A lump sum benefit is a disability superannuation benefit if it is paid to you because you suffer from ill-health (whether physical or mental). Two legally qualified medical practitioners will need to certify that you are unlikely to ever be gainfully employed in a capacity for which you are reasonably qualified due to your education, experience or training.

If you receive a disability superannuation benefit, the tax-free component may be increased by an amount calculated under tax law, potentially reducing the total amount of tax you are required to pay.

Where medical certificates are obtained from doctors who are not registered with the Medical Board of Australia, the benefit cannot be paid as a disability superannuation benefit and as such additional tax may apply.

Your financial adviser can provide more information.

Terminal medical condition

A lump sum benefit paid to you because you are suffering a terminal medical condition will be tax-free. Refer to the **permanent incapacity, terminal medical condition, compassionate grounds and severe financial hardship** section of this fact sheet for eligibility requirements.

Taxes on transfers from other funds

Generally, transfers from taxed sources aren't taxed when added to your super.

The taxable component that you transfer from an untaxed super source will be taxed at up to 15%.

Temporary salary continuance/temporary incapacity benefits

If you receive temporary salary continuance/temporary incapacity payments we will deduct PAYG withholding tax.

How do you claim a tax deduction for your member contributions

If you are eligible and want to claim a tax deduction on your personal super contributions, you must first notify us that you intend to do so by specifying the amount of contributions that you intend to claim as a tax deduction.

Once we receive a valid notice from you we'll send you a **superannuation fund acknowledgement**. You must receive this acknowledgment before you can claim the deduction in your tax return.

Contributions tax of up to 15% will be deducted from contributions for which you provide a valid notice.

How to notify us of your intentions to claim a tax deduction for your member contributions:

- log into your My AMP account and complete the tax deduction claim. Once you're logged in, go to **view more** and select **claim a tax deduction**,
  or
- completing a **notice of intent to claim or vary a deduction for personal super contributions** form and returning it to us. Forms are available at **ato.gov.au** or call us on 1300 653 456 to request the form.

To be valid, your **notice of intent to claim or vary a deduction for personal super contributions** form must be lodged with us before the earliest of the following dates:

- the day that you lodged your income tax return for the year(s) for which you're claiming a tax deduction, or the end of the income year after the year for which you're claiming a tax deduction, whichever is the earlier
- the date you ceased to have your contributions in your accumulation account (eg if a partial rollover or withdrawal is made or you close your account), and
- the date part or all of your contribution was used to start an income stream.

Release authority from the Australian Taxation Office (ATO)

The ATO may issue a release authority to the fund where you elect for an amount to be released from your super for the purposes of:

- excess contributions tax (tax on contributions that are in excess of a contributions cap)
- Division 293 tax, or
- purchasing a first home under the first home super saver scheme.

The ATO may also issue a release authority requiring the fund to release an amount in certain other circumstances such as where excess contributions have not been removed from your super accounts.

The release amount is equal to the lessor of:

- the amount specified in the release authority
- the amount requested to be paid by you or the ATO, and
- the total value of every superannuation interest (other than a defined benefit interest) held on your behalf by the trustee.

The fund will not pay the full amount stated on the release authority if your account balance is less than the amount stated.

Super funds and Centrelink asset tests

Centrelink may include your super under the asset and/or income tests.

As the rules are complex, you should seek the advice of your financial adviser, the Financial Information Service provided by Centrelink, or the Department of Veterans' Affairs.

Legal information about AMP

The trustee

NM Super is the trustee of the fund and is a wholly-owned subsidiary of AMP Limited.

The trustee has been granted a Registrable Superannuation Entity (RSE) licence by APRA. The trustee:

- is responsible for all aspects of the operation of your account
- is responsible for ensuring the fund is properly administered in accordance with the trust deed and other governing documents, and
- ensures that the fund complies with relevant legislation, that all members' benefits are calculated correctly and members are kept informed of the operations of the fund.

The trustee has indemnity insurance.

The trust deed

The trust deed establishes the fund. It also contains:

- your rights and obligations relating to AMP super, and
- our rights and obligations as the trustee – eg the right to charge fees, the right to be indemnified, the right to terminate the fund and our liability limits.

The rights and obligations of a trustee are also governed by laws affecting superannuation and general trust law.

We may amend the trust deed following changes to the law or to introduce new features. If there's any inconsistency between the trust deed and the PDS, fact sheets or member benefit schedule, the terms of the trust deed will prevail.

You can call us on 1300 653 456 to get a copy of the trust deed, or access online at **amp.com.au/trusteedetails**.

The trustee's details section of the website also contains NM Super's policies and disclosure documents.

Other governing documents

Except where specified below, we invest the assets of the fund directly on our member's behalf using investment management agreements between the Trustee and the investment manager. When you invest in a specific investment option, you don't receive any entitlement to the assets underlying that investment option. Insurance cover is provided to the Trustee under insurance policies. Administration services are provided by an agreement with AWM Services.

The following investment options are invested under group superannuation policies held with AMP Life:

- Secure Choice
- Security Plus
- Guaranteed Plus

Under these policies and agreements, the fees, insurance arrangements and investment options can be changed. If any dispute arises about your AMP super or there's any inconsistency between the trust deed, policy document and the terms of the **PDS**, fact sheets or **member benefit schedule** then the trust deed and the policy document will prevail. You can contact us on 1300 653 456 to get a copy of any of these documents.

Relationship between us and other service providers

From time to time, we may engage companies in and outside the AMP group to provide services in relation to CustomSuper. We may change these service providers without giving you notice.

The companies in the AMP group we use are **AWM Services**, **AMP Capital** and **AMP Bank**. AWM Services, AMP Capital and AMP Bank have given and not withdrawn their consent to the statements in relation to themselves (including their names) being included in the PDS and the fact sheets in the form and context in which they appear.

These and other companies in the AMP group may receive information about you. Please refer to the **keeping you safe** section.

AWM Services

AWM Services Pty Limited ABN 15 139 353 496 AFSL No. 366121 is the key provider of administration and business support services for AMP's superannuation, retirement and platform investments.

AMP Capital

AMP Capital Investors Limited ABN 59 001 777 591 AFSL No. 232497 is the investment manager appointed by AMP under an investment management agreement and is the responsible entity for many of the managed investment schemes that AMP invests in. It appoints itself and other companies outside the AMP group to be the investment managers of these schemes.

AMP Bank

AMP Bank is a direct banking business that manufactures, distributes and services lending products and deposit accounts both to retail and wholesale customers.

AWM Services, AMP Capital and AMP Bank are subsidiaries of AMP Limited, and are companies related to us.

Contact us

phone 1300 653 456
8am to 7pm (Sydney time)
Monday to Friday

web amp.com.au/customsuper

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