CBH Super

Account-Based Pension
Product Disclosure Statement

2 January 2018

Version 9

The information provided in this PDS is general information only and does not take into account any person's individual objectives, financial situation or needs. You should consider obtaining financial advice tailored to your own personal circumstances, before deciding to invest in a CBH Super account-based pension.

Contents

To request a copy of this PDs or any of the other important information referred to in this PDS, please contact the Fund on 9237 9707 or donna.adam@cbh.com.au.

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CBHSuper

WHAT IS AN ACCOUNT-BASED PENSION?

An account-based pension (often called an allocated pension) is a pension purchased with superannuation money.

A pension in the traditional sense is one that is paid for life, at a pre-determined amount, often with periodic increases in line with inflation. When you die, in some cases all or part of the pension will then be paid to your spouse for as long as they are alive or the pension may cease on your death.

An account-based pension isn't guaranteed to be paid for life, however it gives greater flexibility than a lifetime pension as you can choose the amount of pension you receive each year, within minimum (and for some members) maximum levels set by law. Once you have retired, you can also take lump sum withdrawals.

The pensions and withdrawals are taken from your individual account and investment earnings (which can be negative) are credited to your account. Your payments will continue until your account runs out of money, or if you die before the account has run out, your beneficiaries will receive the balance of your account.

An account-based pension is available if you:

- are retired;
- are transitioning to retirement from your preservation age (see table on page 4 for your preservation age); or
- have a super benefit that can be accessed immediately (generally due to total and permanent disablement).

Transition to Retirement option

Transition to retirement (also known as 'phased retirement') allows members who have reached preservation age to access super benefits in the form of a non-commutable income stream. This means that you can be paid a regular income, but lump sum withdrawals are not allowed.

You won't have to retire or reduce your working hours. Transition to retirement can provide a supplementary income by allowing access to your super savings through pre-pension payments. You are not locked in to receiving an income stream; there is an option to roll your money back to your super account at any time if you wish.

If you have reached preservation age and are working full-time, you may consider this transition to retirement option as a way to maximise your retirement savings through salary sacrifice. There may be some tax benefits for you, however it is recommended that you discuss these strategies with your financial adviser before taking any action.

WHY CONSIDER AN ACCOUNT-BASED PENSION?

It's flexible

An account-based pension converts your super into flexible income that is paid to you for as long as you have a balance in your account. You can choose to receive income monthly, quarterly or annually and you can alter payment amount at any time (subject to legislated minimum and, if applicable, maximum amounts) to meet your changing needs.

Account-based pensions after you retire are tax efficient

Following your retirement, or attaining age 65 if still working, the investment earnings in your account-based pension account are tax exempt. This makes it a tax effective investment for many retired investors compared to other forms of investment. And once you reach 60, any lump sum withdrawals and income payments you draw are tax-free. Note that tax is payable on investment earnings for Transition to Retirement Pensions.

Find more details about tax on page 18.

Your money stays with your beneficiaries

When you die, any money in your account remains available for your beneficiaries and you can nominate when opening your account how you want it distributed. You can have the Fund pay a regular pension to your spouse or other dependant, or have your account paid as a lump sum to your beneficiaries.

HOW LONG WILL MY ACCOUNT-BASED PENSION LAST?

How long your account-based pension lasts will depend on:

- How much money you initially invest;
- The investment returns of your chosen investment option(s);
- The pension income amount you choose; and
- Any lump sum withdrawals you make.

The Government has developed a calculator to estimate how long your account-based pension will last. The calculator allows you to see the effect of a change in the amount of your pension payments or withdrawals and for different investment returns your account-based pension may earn. You can access the calculator at the Money Smart website at https://www.moneysmart.gov.au/tools-and-resources/calculators-and-tools/account-based-pension-calculator

CBH SUPER ACCOUNT-BASED PENSION AT A GLANCE

	Account-based pension after retirement or upon reaching age 65	Transition to retirement pension while working and under age 65
Eligibility to commence pension	Retired after your preservation age*; or retired due to disability before your preservation age*; or Attaining age 65	From your preservation age* while continuing to work
Minimum balance to commence pension	$50,000	$50,000
Maximum balance to commence pension**	$1.6 Million	No maximum
Frequency of pension payments	Your choice of monthly, quarterly or annually	Your choice of monthly, quarterly or annually
Fee per pension payment	Nil	Nil
Method of payment	Direct to your bank account	Direct to your bank account
Payment date	By the 20th day of the month(s) that you select for payment	By the 20th day of the month(s) that you select for payment
Minimum annual pension amount	Between 4% and 14% of your balance depending on your age	4% of your balance
Maximum annual pension amount	No maximum	10% of your balance
Investment options	Pension Growth, Pension Balanced, Pension Cash, or a combination of these	Growth MySuper, Balanced, Cash, or a combination of these
Switching between investment options	Allowed monthly, effective once the next monthly unit prices are declared	Allowed monthly, effective once the next monthly unit prices are declared
Switching fee	Nil	Nil
Lump sum withdrawals allowed	Yes (minimum of $1,000)	No
Lump sum withdrawal fee	Not applicable	Not applicable
Reversionary pension allowed	Yes	Yes
Investment fee	0.43% for Pension Balanced 0.39% for Pension Growth 0.18% for Pension Cash	0.43% for Balanced 0.39% for Growth MySuper 0.18% for Cash
Annual member fee (Administration fee)	$365 plus 0.22%	$365 plus 0.22%
Exit fee***	$75	$75
Buy-sell spread	Nil	Nil
Additional contributions to account allowed	No	No
Transfer back to super allowed	Yes	Yes
Online access to your account details	Yes	Yes
Insurance available with your pension	No	No

* See page 4 for information about preservation age.

** Note this maximum limits the total amount that you can transfer into retirement phase to start a pension or annuity over the course of your lifetime, no matter how many accounts you hold or how many times you transfer money into retirement phase. See the section ‘transfer balance account’ on page 4 for more details.

*** Exit fee does not apply if you are closing your account to transfer it back to your CBH Super accumulation account.

The Fund will advise you in July each year of your minimum and maximum (if any) pension amounts for the year ahead and allow you to change your annual pension request if required. If you do not request a change, we’ll continue with your previous request subject to your new minimum and maximum limits (if applicable).

ACCOUNT BASED PENSION DETAILS

Eligibility to Open an Account-Based Pension

An account-based pension is available if:

- you are retired on or after your preservation age (see table below for your preservation age);
- you attain age 65;
- you have reached your preservation age and are transitioning to retirement from whilst continuing to work; or
- you have a super benefit that can be accessed immediately (generally due to total and permanent disablement).

Your 'preservation age' (ie the age at which your preserved super can be paid to you in cash if you have permanently retired from the workforce) depends on your date of birth:

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

You will need to have a minimum amount of $50,000 to open your account.

If you have retired or are totally and permanently disabled, you can choose to close your super account and transfer the whole balance to an account-based pension or alternatively you can transfer a portion to an account-based pension and retain the balance in your super account.

If you open an account-based pension whilst you are still working, you will need to keep your super account open for future contributions from your employer.

Once your account-based pension account is opened, Commonwealth Government restrictions prevent you from adding any additional contributions or rolling-in money from other funds into the pension account. As such, if you have super in other funds or contributions that you want included in your account-based pension, you will need to transfer the accounts or make the contribution into your CBH Super account before opening your account-based pension account.

Transfer Balance Account

When you first hold or commence a superannuation income stream such as an account-based pension, you will have a 'transfer balance account' created. This records the net amount you have transferred into and out of retirement phase over all super funds and is tracked by the Australian Tax Office to ensure you don't go over your transfer balance cap. The general transfer balance cap has been set at $1.6 million for 2017-18 and is subject to indexation in future years.

How does the transfer balance account work?

When you commence a superannuation income stream, a credit of that amount arises in your transfer balance account. If you commute your superannuation income stream or a payment split is made (after a divorce or relationship breakdown), a debit for that amount arises in your transfer balance account.

Any amounts that you take from your account as a pension does not change the amount in your transfer balance account, nor does investment earnings applied to your account (whether positive or negative).

As an example, if you commence an account-based pension with $1.2m, this is credited to your transfer balance account (ie you've used up $1.2m of your $1.6m lifetime cap). You take pension payments of $40,000 during the year and investment earnings are $60,000. The balance in your account-based pension will now be $1.22m, however your transfer balance account remains at $1.2m. If you chose to have a lump sum of $100,000 paid from your account, your transfer balance account would reduce by this amount, to $1.1m.

If you commute your whole account back to your superannuation account, a debit for the amount commuted back will arise in your transfer balance account. For example, you commence a pension with $1m and only have pension payments come from your account and earnings applied over the years (no lump sum payments withdrawn). After 5 years the balance remaining in your pension account is $800,000 and you transfer this back into your super account. Your transfer balance account will now be $200,000 ($1m in and $800,000 out) and at any point in the future you can transfer another $1.4m to a superannuation income stream (ignoring any indexing that may have increased your original $1.6m cap).

There are some other debits than can arise and there are special rules around income streams from death and reversionary benefits. Please contact the Fund or your financial advisor if this applies to you.

Annual Pension Amount

Subject to the payment limits set by the Commonwealth Government, you can choose your level of pension income. When deciding how much pension income you will need, it may help to think about:

- your lifestyle and annual expenses;
- other income you may receive;
- your partner's income (if applicable); and
- how long you want your income to last.

You may change your pension amount at any time to meet your changing circumstances by completing a *Change of Pension Details* form.

Minimum Annual Pension Payments

The Commonwealth Government sets minimum annual pension payments for account-based pensions based on your age. These minimums apply to both account-based pensions after you have retired and transition to retirement pensions.

These minimums are currently:

Age*	Minimum % withdrawal
Under 65	4%
65 – 74	5%
75 – 79	6%
80 – 84	7%
85 – 89	9%
90 – 94	11%
95 or more	14%

* Your age is calculated at the date you commenced your account-based pension in your first year and then as at 1 July each year after that.

Minimum annual pension limits are calculated by multiplying your account-based pension account balance at the start of the financial year (or on joining in your first year) by the appropriate percentage for your age.

If you open your account on or after 1 June, no minimum amount is required to be paid in the first year. If your account is opened between 2 July and 31 May, the minimum that must be paid is a pro-rata amount equal to the number of days remaining in the financial year after the commencement date.

Maximum Annual Pension Payments

If your account-based pension is established under the transition to retirement rules, a maximum of 10% of the account balance (on joining in your first year and at the start of each financial year for subsequent years) can be withdrawn in any one year. This maximum is not subject to pro-rata limits in the initial year of joining (ie you can get the full 10% paid in the year you commence your pension, regardless of when in the year you commence the pension).

No maximum allowed pension amount applies if:

- you have permanently retired after your preservation age; or
- you have reached age 65, even if you are still working.

Frequency of Payments

Pensions are paid your choice of monthly, quarterly or annually. Pensions are paid on, or before, the 20th day of the month(s) that you select for payment.

You may change your payment frequency at any time by completing a *Change of Pension Details* form.

Method of Payment

Similar to your salary when you were working, your pension income is paid into a nominated bank account, so payments will be safe, automatic and convenient. Pension payments must be made into an account in your name (including a joint bank account), and cannot be made to a credit card or overseas account.

You may change your nominated bank account details at any time by completing a *Change Bank Details for Pension* form.

Insurance cover – death, total and permanent disablement and salary continuance

If you hold insurance in your CBH Super accumulation account, this cannot be transferred to be held as part of your account-based pension or transition to retirement pension. If you remain eligible for insurance cover (note that age restrictions apply) and wish to keep your cover, you need to leave some of your balance in your CBH Super accumulation account to ensure premiums can continue to be paid to the insurer.

Investment Options

In you have a retirement pension, you can select to have your account invested in the Pension Growth option, Pension Balanced option or Pension Cash option, or any mixture of these options.

If your account is a transition to retirement pension, you can select to have your account invested in the Growth MySuper option, Balanced option or Cash option, or any mixture of these options. These are equivalent to the Pension options above, however investment earnings on assets held for Transition to Retirement pensions are subject to tax, whereas assets held for retirement pensions are tax-free.

Throughout this PDS we refer to 'Pension Growth', 'Pension Balanced' or 'Pension Cash'. If you have a transition to retirement account, please note these will be the equivalent accumulation version of each option in your case.

You can request to switch some or all of your account between the investment options at any time by completing a *Pension Investment Switch* form. The switch will be effective from the date the next monthly unit prices are declared.

For further details about these investment options see page 9.

Withdrawing Additional Money – Account-based pension after retirement only

If you need to access additional money above your chosen pension amount, you can withdraw a lump sum of $1,000 or more from your account, provided that at least $1,000 balance remains (unless your account is to be closed).

If you are under 60 years of age, any lump sum withdrawals may affect the tax treatment of your pension payments.

Lump sum payments are free of processing charges, however you will be charged a $75 exit fee if you close your account, other than if you are closing your account to transfer it back to your CBH Super accumulation account.

Note: If you start your account-based pension account under transition to retirement rules, lump sum withdrawals are not permissible. However once you have satisfied a condition of release (for example turning age 65 or permanently retiring), your account will no longer be subject to transition to retirement rules and lump sum withdrawals are payable. You will need to advise the Trustee when you permanently retire in order for transition to retirement rules to stop applying to your account.

Returning to Work After Commencing a Pension

If you decide to return to work after opening an account-based pension, you can:

- keep your account-based pension and continue to receive your pension income. Once you stop working again, you can transfer your accumulated super to a second account-based pension, provided you have the required minimum balance of $50,000; or
- elect to roll the balance of your account-based pension back into your super account and then start a new account-based pension with the full balance when you stop working at a later date. Note that if you are considering this option, you should be aware of the $1.6 million lifetime cap on the amount you can transfer into retirement phase to start a pension or annuity over the course of your lifetime, no matter how many accounts you hold or how many times you transfer money into retirement phase.

THE FUND'S INVESTMENT APPROACH

The Trustee aims to minimise investment risks by investing across a broad range of asset classes including shares, property, fixed interest and cash in the Pension Balanced and Pension Growth options. The Trustee also allows account-based pension holders to invest all or part of their account in cash only, which has lower volatility than other asset classes. This gives members at or near retirement some protection against their account being eroded where they may not have enough time to recover from a market downturn.

The Trustee aims to maximise returns to members by keeping costs low. The Trustee has set investment objectives for each option and determined an investment strategy to meet the objectives. These are detailed on page 9 and 10.

Overall the Trustee aims to achieve a net return after tax and fees that is competitive with the other comparable superannuation funds available to current and former employees of the CBH Group, eligible grower members and the spouse of any of these as an alternative to joining CBH Super.

General policy on investments

- In making decisions on investment strategy, the Trustee will have regard to the overall circumstances of the Fund and will comply with all applicable legislative requirements.
- The Trustee will assess whether the risk and return profile of each investment is consistent with the Fund's investment strategy.
- The Fund's investments will be managed with a view to ensuring that the Fund will have sufficient liquidity to meet cash flow requirements.
- The primary goal of any investment is to obtain the maximum return to the Fund given a level of risk commensurate with risk management and liquidity requirements.
- The Trustee will seek to minimise investment risk by appropriate diversification of its portfolio.
- Negative investment returns over the short term are acceptable in order to gain long-term positive returns will be tolerated when consistent with the level of risk identified for the portfolio. Refer below to 'Management of investment risk' for more details on the level of risk. The Trustee will have a long-term focus based upon the asset allocation benchmark ranges set out in this document.
- The Trustee may identify and implement asset class tilts within the ranges where risk - adjusted returns are expected to enhance member benefits.
- The Trustee will consider the cost and tax implications when selecting investments.
- All assets and directly held securities will be notified to members in the Fund's annual report.

Use of derivatives

Derivatives, such as futures or options are investment products whose value is derived from other investments. For example, the value of a share option is linked to the value of the underlying share. Generally, the Trustee does not directly invest in derivatives but may use derivatives in order to gain market exposure (eg SPI Futures).

The Trustee will not invest in derivatives for speculative purposes.

The Trustee acknowledges derivatives may be used by externally managed funds as part of portfolio management.

Socially responsible investment

Decisions on investing CBH Super's assets are made with a view to maximising returns for members given an acceptable level of risk. The Trustee considers a number of factors when making investment decisions. The Trustee does not solely consider social, environmental (including climate change) or ethical factors or labour standards (ESG factors) when making these decisions, nor does it require its appointed investment managers to do so. However there may be cases where the Board or an investment manager believes ESG factors would materially impact the performance of an individual investment. In these cases, ESG factors would be one of the considerations when deciding to invest in or realise investments.

Proxy voting

The Trustee has adopted the Australian Council of Superannuation Investors (ACSI) Governance Guidelines as a guide on how to vote proxies for its directly held Australian shares. The Trustee has appointed a proxy adviser (Ownership Matters) to provide voting recommendations to the Fund based on the Ownership Matters Guidelines which are consistent with the ACSI Guidelines. The Trustee retains the ultimate responsibility for lodging its proxies and may vote different to the adviser's recommendation and ACSI Guidelines where it deems appropriate.

Fund's reserving policy

No reserves are maintained for the purpose of smoothing the Fund's unit price from year to year.

YOUR INVESTMENT CHOICES

You have a choice between three investment options for your account-based pension:

Retirement pension holders	Transition to Retirement account holders
Pension Growth option	Growth MySuper option
Pension Balanced option	Balanced option
Pension Cash option	Cash option

You can choose to have all of your account invested in one option or a mix of two or three options that apply to your type of account. If you have your account invested in a mix of the options, you can choose to have your pension payments and any lump sum withdrawals paid from any of the selected options or a mix of the options. However, in order for your application to be accepted, you must advise on your application form which option(s) you want your account invested in.

Warning: You must consider:

a. the likely investment return; and
b. the risk; and
c. your investment timeframe;

when choosing an investment option in which to invest.

UNDERSTANDING INVESTMENT RISK

Most investments have some element of risk associated with them. Generally, investment risk is the chance that your investment will be different to what you expect. Your investment in the Fund could rise or fall in value or produce a return which is less than you anticipate. Rises and falls in value occur for a variety of reasons and sometimes quickly.

The significant types of investment risks which may have an impact on your investment in the Fund include:

- Market risk – the risk of major movements within a particular asset class.
- Operational/Counterparty risk – The risk that an investment or managed investment experiences catastrophic operational/counterparty issues, resulting in the impairment or loss of the investment.
- Credit risk – the risk that a debt issuer will default on payment of interest and principal.
- Liquidity risk – the risk that you will be unable to redeem your investment at your chosen time.

Management of investment risk

The Trustee relies upon diversification between and within asset classes to reduce the impact of investment risks. It does not rely on its ability to predict market movements and believes that in the long-term market trends are generally self-correcting.

Standard Risk Measure

The superannuation industry has developed a risk classification system for super funds to use to describe their level of investment risk, called Standard Risk Measure. This can be used by members to assist them in comparing different investment options both between the options available in one fund (where multiple investment options are available) and across different super funds.

The Standard Risk Measure is based on industry guidance to allow members to compare investment options that are expected to deliver a similar number of negative annual returns over any 20 year period.

The Standard Risk Measure is not a complete assessment of all forms of investment risk. For instance, it does not detail what the size of a negative return could be or the potential for a positive return to be less than a member may require to meet their objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return.

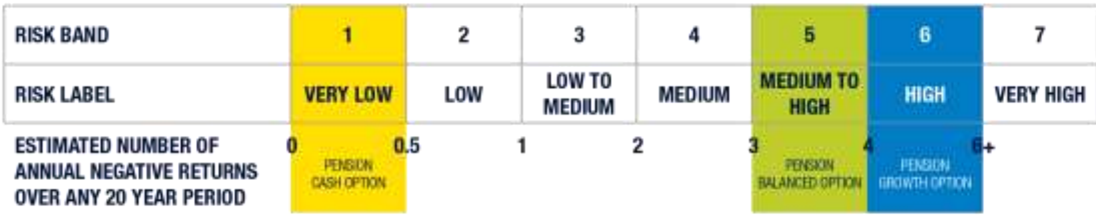
Members should still ensure they are comfortable with the risks and potential losses associated with their chosen investment option/s.

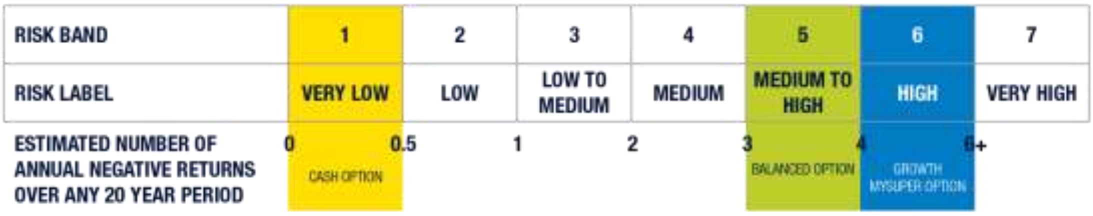
Level of Risk

The table below shows the estimated number of annual negative returns over any 20 year period for each of the investment options. These negative returns could be experienced several years apart or several years in a row within the 20 year period.

Note that the number of negative returns is an estimate for future years and it is based on the Fund’s current investment strategy. Negative returns may in fact be more or less frequent. The Fund historically has only incurred negative returns once in the last 20 years, in 2008.

The standard risk bands and their details for Retirement and Transition to Retirement pension options are:





Risk Band	Risk Label	Estimated number of negative annual returns over any 20 year period
1	Very Low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to Medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to High	3 to less than 4
6	High	4 to less than 6
7	Very High	6 or greater

Pension Growth option / Growth MySuper option

Investment option description	This option may suit members seeking potentially higher returns over the medium to long term (5-10 years) through a greater exposure to growth assets. Members investing in this option should also expect a potentially higher level of volatility in returns and the possibility of negative returns over the short term.
Risk band*	Risk band 6: High - Chance of a negative return greater than 4 and less than 6 times every 20 years.
Investment timeframe	10 years
Investment objective	To seek returns after tax and investment costs that exceeds the change in the Australian Consumer Price Index (CPI) +3.75% over rolling 5 years.

Asset classes This table sets out the asset allocation guidelines against which the Pension Growth / Growth MySuper option is expected to operate.	**Benchmark**	**Strategic Asset Allocation Ranges (Min-Max)**
Australian Shares	32.50%	20%-45%
Overseas Shares	32.50%	20%-45%
Property	15.00%	0%-25%
Other growth investments	0.0%	0%-10%
Total Growth Assets	**80%**	
Fixed Interest	15.00%	5%-25%
Cash	5.00%	2%-10%
Total Defensive Assets	**20%**	

** Using the Standard Risk Measure. See page 8-9*

Pension Balanced / Balanced option	
Investment option description	This option may suit members seeking diversification between growth and income investments that are expected to deliver moderate returns over the medium term (5 years) and are willing to accept fluctuations in returns and the possibility of negative returns over the short term.
Risk band*	Risk Band 5: Medium to High – expected negative returns over a 20 year period is 3 to less than 4 times.
Investment timeframe	5 years or more
Investment objective	To seek returns after tax and investment costs that exceed the change in Australian CPI by at least 3% per annum over rolling 5 year periods.

Asset classes This table sets out the asset allocation guidelines against which the Pension Balanced / Balanced option is expected to operate.	**Benchmark**	**Strategic Asset Allocation Ranges (Min-Max)**
Australian Shares	28%	20 – 40%
Overseas Shares	30%	20 – 40%
Property	10%	0 – 20%
Other growth investments	2%	0 – 20%
Total Growth Assets	**70%**	
Fixed Interest	25%	10 – 35%
Cash & Liquid Assets	5%	2 – 15%
Total Defensive Assets	**30%**	

** Using the Standard Risk Measure. See page 8-9*

Pension Cash / Cash option	
Investment option description	This option may suit members seeking to minimise the probability of capital loss.
Risk band*	Risk Band 1: Very Low – expected negative returns over a 20 year period is less than 0.5 times.
Investment timeframe	5 years or less
Investment objective	To minimise the probability of capital loss while at least matching the return of the Bloomberg Ausbond Bank Bill Index over rolling 5 year periods.

Asset classes This table sets out the asset allocation guidelines against which the Pension Cash / Cash option is expected to operate.	**Benchmark**	**Strategic Asset Allocation Range (Min-Max)**
Cash	100%	100%

** Using the Standard Risk Measure. See page 8-9*

SWITCHING BETWEEN INVESTMENT OPTIONS

You can request to switch some or all of your account between the investment options or change which option your pension payments are withdrawn from at any time, at no cost. Please note however, that a buy-sell spread will apply for the Pension Growth / Growth MySuper and Pension Balanced / Balanced options as shown on page 14.

To change your investment options, complete and return a Pension Investment Switch form available from www.cbhsuper.com.au. All switches are effective from the first day of the month following the date your switch request is received. For example, if we received your request on 10 January, your switch would be effective on 1 February.

UNIT PRICING

CBH Super operates using a unit pricing which allows the Trustee to calculate the assets held by each investment option and the member benefits at any point in time. This means the Trustee can work out a unit price that gives every member their exact share of the Fund's assets throughout the year, not just at the end of the year.

What is unit pricing?

Unit pricing involves converting dollars in your account to "units" and a unit price is applied to value those units.

It works the same way as buying and selling shares in the share market: money into the Fund buys units (shares) at the current unit price (share price) for the investment option(s) you have chosen. If the unit price goes up, your account in the Fund is worth more. If the unit price goes down, your account balance will go down.

Buying units in an investment option is similar to the share market: it is better to buy units when the unit price is lower, as you receive more units for your money. For example, imagine you transfer $100,000 into an account-based pension to open your account and it is invested in one investment option. The number of units you buy depends on the price at the time:

Unit price	Calculation	Units bought
$1.00	100,000 *divided by* 1.00	100,000.000
$1.02	100,000 *divided by* 1.02	98,039.22
$0.98	100,000 *divided by* 0.98	102,040.82

If at the end of the year the unit price is $1.05, these units would be worth:

Units	Calculation	Value of units
100,000.000	100,000 *times by* 1.05	$105,000.00
98,039.22	98,039.22 *times by* 1.05	$102,941.18
102,040.82	102,040.82 *times by* 1.05	$107,142.86

As you can see, buying units at the lowest price ($0.98) gives you the highest end value ($107,142.86).

When pension payments and any lump sum withdrawals are made from your account, you need to sell some of the units you hold. Selling units works the same as buying units, however the opposite is true in terms of unit prices – the higher the price when you sell, the less units you need to sell. As an example, if your pension payment is $2,000 per month the number of units you need to sell at different prices are:

Unit price	Calculation	Units to be sold
$1.00	2,000 *divided by* 1.00	2,000.000
$1.02	2,000 *divided by* 1.02	1,960.78
$0.98	2,000 *divided by* 0.98	2,040.82

As you can see, selling units at the highest price ($1.02) means the least number of units need to be sold, which leaves more units in your account.

The Investment Option's earning rate

The Trustee will report the earning rate each option for the year. This rate will be the change in the unit price at the end of the year compared to the unit price at the beginning of the year. However because you have withdrawals from your account during the year (your pension payments and any lump sum withdrawals), your return will not exactly match the option's reported earning rate. This is because your transactions will earn different amounts depending on the unit price at the date of the withdrawal and the number of units you sold, as shown on the previous page.

When are unit prices calculated?

New unit prices are calculated at the end of each month and will generally apply from the first to the last day of the follow ing month. However if an event occurs which affects the value of the option, the Trustee can calculate a new unit price during the month. More information about events that may require re-pricing is below.

How are unit prices calculated?

The investment option's net asset value (i.e. total assets after allowing for fees and taxes) at the end of the month are calculated. The total number of units held by members in that option at the end of the month is also calculated.

The unit price for each investment option is calculated as:

net assets in the investment option
divided by
units on issue in the investment option.

This price is used to calculate the number of units bought from cashflows in, the number of units needed to be sold for partial withdrawals from your account or the value of your account if you are making a full withdrawal.

The price calculated at 30 June each year is also used to value your account at year end, which is the amount shown on your annual member statement.

Buy-sell spreads

Some superannuation funds will use different prices for buying and selling units (known as a buy-sell spread) to cover the transaction costs if the Fund needs to buy or sell assets when members make contributions or are paid amounts from their account.

CBH Super does not currently have a buy-sell spread, however the Trustee reserves the right to start applying a buy-sell spread in future if this is necessary to ensure costs are charged fairly between members. You will be advised if the Trustee plans to introduce a buy-sell spread.

What unit prices are used to process transactions?

Transaction type	Unit price used
Money In when opening your account	The price on the day we receive your money in.
Money Out - withdrawals - pension payments	The price on the day the withdrawal or pension is <u>processed</u>. Note this may not be the date the request was received.
Fees	Fees will be deducted annually from your account on 30 June* and will receive the price effective that date.
* Exiting members	For exiting members, fees will be deducted on the date your payment is processed and will receive the price effective that date.

Events that may require re-pricing

The Trustee may review the unit price if it believes that a significant event warrants such a review.

The Trustee will suspend transaction processing in the event of a greater than +/ - 5% movement in the S&P ASX 200 Accumulation Index since the date of the last unit price calculation, until it is determined whether a recalculation of the unit price should be done.

As the Fund makes few benefit payments and does not actively trade its assets, a recalculation of unit prices will generally only be done where:

- the movement in the S&P ASX 200 Accumulation Index remains at + or - 5% since the date of the last unit price calculation for two consecutive days; and
- the movement is more than two business days prior to the end of the month.

In this case, the unit price recalculation will be done effective the second day of +/- 5% movement from last unit price calculation date.

The Trustee may alter the frequency of the calculation of unit prices or to suspend the valuation of assets where not doing so may result in material inequity between members. This may include situations such as:

- Market prices of assets not being available;
- Asset markets becoming extremely volatile;
- External events or shocks resulting in an inability to fairly calculate the net asset value of the Fund, for example due to one or more stock exchanges being closed for business;
- Very large amounts of redemptions which impose an unfair burden on remaining members; or
- The Fund becomes or is illiquid.

Errors with unit pricing

The Trustee has controls in place to minimise the chance of unit pricing errors occurring. Despite these controls, errors may still occur and the Trustee may in some cases need to re-calculate unit prices and adjust member's balances. The Trustee has set the following policy in relation to errors in unit pricing:

- updating assumptions when new information becomes available or changing any aspect of the Unit Pricing Policy are <u>not</u> errors that require the re-calculation of previous unit prices or compensation;
- a materiality threshold of 0.3% will apply when determining whether an error requires correction. Where the change in unit price is below 0.3%, the Trustee will generally not declare new unit prices. However the Trustee reserves the right to declare new prices, even where the change is below 0.3%;
- where an error is identified as being material and members have been adversely impacted, individual member compensation will be made;
- for current members affected by an error, there is no minimum dollar amount applicable to adjusting the account balance. Compensation will be made by an increase in their unit holding in the Fund;
- generally compensation payments of less than $20 will not be made to a former member who has been impacted by an error;

- compensation above $20 to former members will be paid by cheque or electronic funds transfer to their rollover fund or the member's bank account;
- the Trustee will consider whether it is appropriate to seek to recover overpayments from former members who have unfairly benefited from the error taking into account the benefit of recovery in comparison to the amount that will be recovered; and
- the Trustee will advise members about material errors in unit pricing addressing how the error occurred and what action will be taken to correct the error. The timing of this communication will be determined balancing the need to provide information quickly and providing information that is sufficiently complete so as to be meaningful to members.

INVESTMENT PERFORMANCE

How does investment performance affect your benefits?

Your account-based pension is held in an account in your name in the Fund and the money is invested in accordance with your selected investment option(s). Your account receives returns (which can be negative) according to the investment return of the investment option you are in. This means your account is linked directly to how the Fund's investments have performed net of any investment costs, taxes and Fund expenses.

Where to find up to date performance

As a member of the Fund, you will be kept informed of the investment performance through the website, newsletters during the year and the Fund's annual report.

The current unit prices are posted on our website **www.cbhsuper.com.au**.

FEES AND COSTS

CBH Super is an employer-sponsored fund and CBH assists in keeping operating costs down by making a financial contribution to the Fund and, providing office accommodation and facilities for staff. The Trustee negotiates with service providers to ensure fees to members are kept as low as possible. There are no fees for contributions or fees paid to personal financial advisers.

An annual administration fee and fees for terminating your account are applied against individual member accounts to offset the administration charges incurred. Fees are applied equitably to all members and costs charged to individual accounts are not negotiable.

Consumer Advisory Warning

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from $100,000 to $80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

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

TO FIND OUT MORE

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

*The above wording is required by law. However, the statement concerning the possibility to negotiate fees does not apply to CBH Super.

This table shows fees and other costs that you may be charged. These fees and costs may be deducted directly from your account, from the returns on your investment or from the Fund as a whole. Taxes are set out in another part of this PDS.

You should read all the information about fees and costs because it is important to understand their impact on your investment. These fees and costs can be used to compare costs between different superannuation products.

The fees and costs shown below can be paid either directly from your account or deducted from investment returns.

TYPE OF FEE	AMOUNT	HOW AND WHEN PAID
Investment fee	0.39% for the Pension Growth and Growth MySuper option* 0.43% for the Pension Balanced and Balanced option 0.18% for the Pension Cash and Cash option.	Deducted from the Fund's investment returns before unit prices are determined and applied to your account.
Administration fee	$365 per annum plus 0.22%	Deducted from your account at 30 June or the date you leave the Fund. Deducted from the Fund's investment returns before unit prices are determined and applied to your account.
Buy-sell spread	Nil	Not applicable
Switching fee	Not applicable	Not applicable.
Exit fee	$75 for full withdrawal.	Deducted from your account at the time of leaving the Fund.
Advice fee	Not applicable	Not applicable.
Other fees and costs: Bankruptcy contribution recovery fee	Actual cost incurred by the Fund	Deducted from your account at the time the Fund processes the recovery under the Notice.
Indirect cost ratio	Not applicable	Not applicable

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Investment fees

The fees and costs relating to the management of investments may be made up of two components:

1) Investment fees; and
2) Indirect cost ratio.

Investment fee

CBH Super's investment fee is only an estimate of investment costs, and is based on the annual costs incurred from the previous financial year and adjusted to reflect future costs with the addition of a new investment manager. The actual investment fee may be higher or lower than what is disclosed in this document.

The investment fee includes:

- internal investment staff fees; and
- costs (such as external investment manager fees and associated performance fees) paid by CBH Super to third parties directly out of CBH Super and are most commonly fees which would not be incurred if you invested directly in an asset.

Transactional costs and other expenses that are deducted from the returns on assets that are held by a fund manager, for example, are considered to be indirect costs because these amounts are deducted from investment returns before these are paid back to CBH Super by the fund manager.

Fees are apportioned to the investment options according to the benchmark strategic asset allocation for the current financial year.

CBH Super's professional fund managers may be paid Performance Based Fees if the manager exceeds an agreed performance target. If applicable, the fee is generally based on a percentage of the return above an agreed benchmark. Performance Based Fees are included in investment fees if applicable.

Indirect Cost Ratio (ICR)

The ICR for an investment option is the ratio of the total of the indirect costs for the investment option, to the total average net assets of CBH Super attributed to the investment option, to the extent that these costs are not reported as an "investment fee". The ICR represents amounts that are not deducted directly from member accounts, but are deducted from the investment returns, before these are attributed to member accounts.

Certain components of the ICR are disclosed as "investment fees", as required by legislation, even though these amounts are not deducted directly from member accounts. Therefore, ICR includes all other indirect costs that are not included in the investment fee. This amount is currently 0%.

Investment fees and the indirect cost ratio will include certain transactional and operational costs such as brokerage, buy-sell spreads, settlement expenses, stamp duty, risk analysis, legal and tax due diligence. These cost arise when investments are bought and sold and can vary depending on how many and how often assets are bought and sold. All of these costs are disclosed as part of either the investment fee or indirect cost ratio. These expenses are an amount that can be paid to either the product issuer or an external investment manager or both.

Future actual Investment Management costs will vary depending on the managers used and the performance of the market.

Defined Fees

The fees in the template are <u>defined</u> as:

Activity fee: a fee is an activity fee if:

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

Administration fee: 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:

(a) borrowing costs;
(b) 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
(c) costs that are otherwise charged as an investment fee, a buy-sell spread, a switching fee, an exit fee, an activity fee, an advice fee or an insurance fee. .

Advice fee: A fee is an advice fee if:

(a) 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:
    (i) a trustee of the entity; or
    (ii) another person acting as an employee of, or under an arrangement with, the trustee of the entity; and
(b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an exit fee, an activity fee or an insurance fee.

Buy-sell spread: 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: fee to recover the costs of disposing of all or part of members' interests in the 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 fee deducted from a member's account or paid out of the superannuation entity is not an indirect cost.

Investment fee: a fee that relates to the investment of the assets of a superannuation entity and includes:

(a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and

(b) costs that relate to the investment of assets of the entity, other than:
   (i) borrowing costs; and
   (ii) 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
   (iii) costs that are otherwise charged as an administration fee, a buy-sell spread, a switching fee, an exit fee, an activity fee, an advice fee or an insurance fee.

Switching fee: A switching fee is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.

Example of annual fees and costs

This table gives an example of how the fees and costs for the Pension Balanced option can affect your superannuation investment over a 1 year period. You should use this table to compare this product with other superannuation products.

Example – Pension Balanced option		**Balance of $50,000**
Investment Fees	0.43%	For every $50,000 you have in the Fund you will be charged $215 each year.
Plus Administration Fees	$365 Plus 0.22%	**And,** you will be charged $365 in administration fees regardless of your balance plus $110 per year.
Plus indirect costs for the Pension Balanced option	0.00%	**And**, indirect costs of $0 each year will be deducted from your investment.
Equals Cost of product		If your balance was $50,000, then for that year you will be charged fees of $690.00 for the superannuation product.

Note**:** Additional fees may apply. **And**, if you leave the superannuation entity, you may be charged an **exit fee** of **$75**.

Fee Increases or changes

The Trustee reserves the right to change the fees charged at any time. Should fees increase, we will ensure you are notified in writing at least 30 days before any increase takes effect.

OPTIONS FOR YOUR PENSION ACCOUNT IF YOU DIE

You have three options for what happens to your pension account if you die while still a member. There may be advantages and disadvantages in which option you choose, including tax and social security implications, so you may wish to seek professional financial advice relevant to your personal situation.

You should consider **before** commencing your account-based pension what option to choose as a nomination for a reversionary can't be changed after you commence your account. If you later decided you wanted to add or remove a reversionary beneficiary, you would need to close your account-based pension and open a new account.

Any tax payable on your account and future pensions (if any) when you die will be based on a number of factors. See page 19 for details.

Option 1: Reversionary nomination

If you make a reversionary nomination, your account will 'revert' to the person you have nominated and they will receive regular pension payments until the account balance reaches zero. The account balance won't be paid to them as a single lump sum amount.

You can only nominate one reversionary beneficiary when you open your account and once nominated, it can't be changed in that account, as the calculation of your pension takes into account your reversionary's life expectancy. If you wish to change or remove your reversionary beneficiary, you must close your account-based pension and open a new account with a new nomination for your beneficiary.

The law allows you to nominate the following people as beneficiaries:

- a spouse (including de facto and same-sex);
- children of any age (including adopted and step-children);
- interdependants (live with you and share a close personal relationship where one or both of you provide for the financial and domestic support and personal care of the other);
- other financial dependants (such as someone who relies on you financially); or
- your legal personal representative (who will be the executor of your estate as stated in your will).

If you nominate a child who's over 18 years old, they must be:

- permanently disabled, or
- less than 25 years old and financially dependent on you immediately before your death.

For children aged between 18 and 25 who are financially dependent on you, your account balance will be paid as a pension until they reach 25 (unless your pension runs out earlier). On turning 25, it will be paid to them as a lump sum. If your child is permanently disabled they will continue to receive regular income payments until the money runs out, regardless of their age.

Option 2: Binding nomination

If you make a binding nomination, the Trustee will pay your account to the person or people you've nominated, as long as your nomination is valid and in force at the time of your death. Payment is made as a lump sum.

A binding nomination is valid and in force if:

- it was made within three years of your death;
- all the individuals nominated are alive at the time of your death; and
- all the individuals are eligible at the time of your death (see the list of people you can nominate under 'Reversionary nomination' above).

If you make a binding nomination it will be valid from the date we receive your form. We'll write to remind you to make another nomination before it expires after 3 years. An expired or invalid binding nomination is considered to be non-binding – this means that it guides rather than instructs the payout of your account balance.

Option 3: Non-binding

When you make a non-binding nomination, you're telling us who you'd prefer to receive your account balance when you die, but your nomination isn't legally binding. This means that although the Trustee will take your wishes into account, they would look at your personal situation when you die and make their decision based on this. Payment is made as a lump sum.

TAX

Information about taxes relevant to the account-based pension is provided below. Please note that the taxation treatment of super and pension payments is complex and subject to change.

The information provided here is based on our interpretation of the law at the date of this publication, and should not be treated as financial or taxation advice.

Providing Your Tax File Number (TFN)

If you are less than 60 years of age, you will be required to complete a Tax File Number Declaration form, which is the same form you would complete if you were starting a new job. If we do not receive this form from you, tax may be deducted at the highest marginal rate from your income stream.

Tax-Free Threshold

If you are under age 60 and commence your pension under transition to retirement rules (ie you are still working), your pension payments are considered to be income from a second source. You should be aware that you can only claim the tax-free threshold from one source, so if you are claiming this on the income you receive from your employer, you cannot claim it when completing the Tax File Number Declaration form for your pension. You can elect to claim it on your pension, however you would need to complete and submit a form to your employer advising that you no longer wish to claim it from your employment income.

Tax Components

Your super account may consist of the following tax components:

Tax-free component – this is built up from personal contributions not claimed as a tax deduction (ie does not include salary sacrifice or personal deductible contributions) and ATO co-contribution payments.

Taxable component-taxed element – this is the remainder of your account which is built up from employer and salary sacrifice contributions and the earnings on your account.

These components are maintained when you transfer your account to an account-based pension and each pension payment and lump sum withdrawal will contain a proportional amount of each component, based on the value of your total super interest.

Tax on Transfer from Your Super Account

When you transfer your super account into an account-based pension, no tax will apply on transfer.

Tax on Investment Earnings

Transition to Retirement Pension

The investment earnings of super funds, including the earnings on assets held in Transition to Retirement pensions, are subject to tax at 15%. The actual rate at which the Fund pays tax may be below 15% due to the effect of discounts, tax credits and other offsets.

Retirement account-based pension

The Fund is not required to pay tax on retirement account-based pension investment earnings which can make an account-based pension a tax-efficient investment for members compared to other forms of investment. This means that your investment has more growth potential which will make your account last longer.

Tax Treatment on Pension and Lump Sum Payments

No tax if aged 60 or over

If you are 60 or over, your pension payments and any lump-sum payments from your account-based pension will be completely tax-free and you will not be required to include these payments in your income tax return.

Tax payable between your preservation age and age 59

If you are aged between your preservation age and 59, the taxable component of your pension payments will be taxed at your marginal tax rate, less a 15% tax offset. No tax is payable on your tax-free component.

Your tax rate will depend on your total assessable income for the year, as well as other personal circumstances. Just like when you were working, the tax is deducted from your income before it is paid to you. We will deduct 'pay-as-you-go' withholding tax (PAYGW) on the taxable component of your income stream, less a 15% tax offset. At the end of the financial year, we will send you a PAYG Payment Summary to submit with your tax return.

If you receive a lump sum payment, no tax is payable on your tax-free component of the payment and the taxable component will be taxed as follows:

- 0% up to a low rate cap of $200,000 (2017-18)*;
- Any amount in excess of the low rate cap is taxed at a maximum of 15% plus Medicare levy.

* The limit is indexed from 1 July each year to Average Weekly Ordinary Time Earnings (AWOTE) in steps of $5,000. The limit is a lifetime limit applicable to all payments made after you reach your preservation age.

Tax on Death Benefits

Dependants

In the event of your death, if you nominated a reversionary who is a dependant to receive the pension, the following tax treatment will apply:

- If you were aged 60 or over, the tax rate for the Reversionary Beneficiary is 0%, regardless of their age.
- If you were under 60, and the:
  - Reversionary is under 60 – taxable-taxed component is taxed at the reversionary's marginal tax rate with a 15% tax offset available
  - Reversionary is over 60 – tax rate 0%

The benefit can be paid as a pension to a dependant child under age 25, however once child reaches age 25, the pension must be paid out as a tax-free lump sum.

Non-dependants

Non-dependants are not able to receive a reversionary pension or commence a new pension from death benefits. The benefit must be paid as a lump sum. Therefore if your nominated reversionary beneficiary is no longer a dependant at your time of death, then the benefit must be paid as a lump sum and will be subject to tax at 15% plus Medicare levy.

Deceased estate

If your death benefit is paid to your estate, the Trustee will not withhold any tax as your estate is responsible for paying any relevant taxes.

Generally, death benefits paid as a lump sum are tax free provided the benefit is paid to a dependant. Where they are paid to a non-dependant the taxable-taxed component of the lump sum will be subject to tax at 15% plus Medicare levy.

Lump-Sum Payments If You Are Terminally Ill

Superannuation lump-sum payments are tax free when paid to members with a terminal medical condition, provided you can provide the Trustee with the required evidence: two medical practitioners must certify that you have a terminal medical condition that is likely to result in your death within 24 months of certification. The payment made to you will be tax-free so long as you have the required medical certification stating that a terminal medical condition existed either at the time of the payment or within 90 days of receiving the payment.

DEPARTMENT OF HUMAN SERVICES AND VETERANS' AFFAIRS PAYMENTS

If you are eligible to receive Government Age Pension or Department of Veterans' Affairs payments, you can receive an income up to certain limits without these payments being reduced. The balance of your account-based pension will be taken into account by the Department of Human Services and/or the Department of Veterans' Affairs in determining your entitlements. Investing in an account-based pension may affect your entitlements less than other investment alternatives, because special conditions apply to account-based income streams.

If applying for a Government Age Pension, you will be assessed against the Assets Test and the Income Test.

Assets test – The full value of your account-based pension is counted as an asset under the assets test (because you retain access to your money).

Income test – For account-based pensions purchased prior to 1 January 2015, regular payments from your account, less an amount representing the return of your investment (non-assessable portion), are included under the income test.

For account-based pensions purchased after 1 January 2015, the income test treatment of account-based superannuation income streams is aligned with the deemed income rules applying to other financial assets.

Account-based income streams that were held by income support recipients at 1 January 2015 will continue to be assessed under the previous rules, unless recipients change to a product that is assessed under the new rules.

For more information you can contact the Department of Human Services Financial Information Service on 13 23 00 or go to www.humanservices.gov.au/centrelink.

PROOF OF IDENTITY

You will need to provide certified identification documentation for:

- yourself; and
- the person you have nominated as a reversionary pensioner (if any).

A current driver's licence or passport is sufficient identification, or if you do not have either of these you can use:

- your birth certificate, citizenship certificate or pension card issued by the Department of Human Services

plus

- a letter from the Department of Human Services regarding a government assistance payment; or
- a notice of an ATO assessment; or
- a rates notice from local government.

If you or your nominated reversionary pensioner do not have access to these documents, please contact us on 08 9237 9707 and we can advise you alternative identification methods that you can use.

You can take the original documents to Fund staff (located in the West Perth office) to have a copy made to go with your application, otherwise you will need to make copies yourself and have them certified by an approved person (see below).

The person who is authorised to certify documents must sight the original and the copy and make sure both documents are identical, then make sure all pages have been certified as true copies by writing or stamping 'certified true copy' followed by their signature, printed name, qualification – for example, Justice of the Peace or Australia Post employee – and date.

The following people can certify copies of the originals as true and correct copies:

- a person enrolled on the roll of a State or Territory Supreme Court or the High Court of Australia as a legal practitioner;
- a judge of a court;
- a magistrate;
- a Chief Executive Officer of a Commonwealth court;
- a registrar or deputy registrar of a court;
- a justice of the peace;
- a notary public officer;
- a police officer;
- an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public;
- a permanent employee of the Australian Postal Corporation with two or more years of continuous service;
- an Australian consular officer or an Australian diplomatic officer;
- an officer with two or more years of continuous service with one or more financial institutions;
- a finance company officer with two or more years of continuous service (with one or more finance companies);
- an officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having two or more years continuous service with one or more licensees;
- a permanent employee of the Commonwealth with two or more years continuous service;
- a permanent employee of the State or Territory, or State and Territory authority with two or more years continuous service;
- a permanent employee of a local government authority with two or more years of continuous service; and
- a member of the Institute of Chartered Accountants in Australia, CPA Australia, or the National Institute of Accountants, with two or more years continuous membership.

HOW TO OPEN AN ACCOUNT

Before you open an account, you might like to:

- Seek financial advice;
- Add extra lump sum voluntary contributions to your super account before opening your account-based pension account;
- Roll in your super from other accounts;
- Consult Department of Human Services Financial Information Service about your social security entitlements on 13 23 00; or
- Consider the tax issues related to your particular circumstances.

Once you have decided to proceed and you have checked your eligibility, you will need to:

- Select your pension payment amount;
- Select your pension payment frequency;
- Select your investment option(s); and
- Decide if you wish to nominate a reversionary beneficiary.

Complete the necessary forms:

The forms you need to establish your pension are:

- 'Application for Account-Based Pension' or 'Application for Transition to Retirement Pension' form as applicable;
- A 'Request to remain a member of the Fund' form if you are commencing your pension upon retiring from CBH (if you have not already been accepted as a retained member);
- 'Tax File Number Declaration' form (if you are under age 60); and
- 'Request to transfer whole balance of superannuation benefits between funds' form – if you wish to roll in super from other funds before you commence your pension.

You will need the provide the following with your forms:

- Proof of your date of birth and the date of birth of the person you are nominating as a reversionary beneficiary (if applicable). The easiest option is a certified copy of a passport or driver's licence, but other options are available if you do not have either of these (see the Proof of Identity explanation on page 20).

ENQUIRIES AND COMPLAINTS

Enquiries

Enquiries regarding member benefits or any other aspect of the operation of the Fund can generally be answered by phone or email. You can contact the Fund's CEO, Donna Adam, at:
Phone: 08 9237 9707
E-mail: donna.adam@cbh.com.au

Written enquiries may either be forwarded through Co-operative Bulk Handling Limited's internal mail system addressed to "CBH Super" or be posted to CBH Superannuation Fund at GPO Box L886, Perth, WA 6842.

Complaints

The CBH Superannuation Fund aims to respond quickly and sensitively to any issues a member may advise us of, but if we are unable to help you to your satisfaction you may make a formal complaint verbally, by email or in writing to "The Complaints Officer", CBH Superannuation Fund at GPO Box L886, Perth, WA 6842 or donna.adam@cbh.com.au. If your complaint is in relation to a decision or the conduct of the CEO, this can be addressed to "The Chairman, CBH Superannuation Fund".

You can expect a reply within 28 days, although sometimes the maximum period of 90 days may elapse where complicated issues are involved.

If you are dissatisfied with the response you receive then you may ask the complaint to be reviewed by the Trustee acting as Complaints Committee. The Trustee will review your complaint and respond within 90 days. In responding to the complaint, the Trustee will give their reasons for reaching their decision which will address the issues you raised in your complaint.

Superannuation Complaints Tribunal

If you have followed the complaints procedure as set out above and are not satisfied with the outcome, you may be able to take the matter to the Superannuation Complaints Tribunal; an independent body set up by the Federal Government to help members and beneficiaries to resolve superannuation complaints.

Details of the Tribunal's role may be obtained from its internet website www.sct.gov.au, and it may be contacted on telephone number 1300 884 114.