

**ACTIVE**  **SUPER**

# **FINANCIAL SERVICES GUIDE**





# About us

LGSS Pty Limited (ABN 68 078 003 497) has been issued with an Australian Financial Services Licence (AFSL 383558), which authorises us to provide you with general and personal advice about a variety of financial products. We have financial advisers available who can provide tax (financial) services.

In this Financial Services Guide (FSG), LGSS Pty Limited is referred to as “Active Super”, “we”, “our” or “us”.

Active Super issued this FSG on 29 September 2022. It has been prepared to comply with the licensing requirements of the Corporations Act 2001 (as amended) and includes information to help you decide whether or not to use the financial services available through Active Super, such as the types of financial products and services we are authorised to provide to you, our fees and charges, how our member care consultants, financial planners and client relationship managers (Authorised Representatives) are remunerated, and your rights if you have a complaint.

<b>Address</b>	Level 12, 28 Margaret Street Sydney NSW 2000
<b>Postal address</b>	PO Box H290 Australia Square NSW 1215
<b>Email</b>	hello@activesuper.com.au
<b>Website</b>	activesuper.com.au

## LACK OF INDEPENDENCE

Active Super is not independent, impartial or unbiased in providing the financial services in this FSG, because many of the products that we may recommend to our clients are issued by us.

# What financial services are available to you?

Our Authorised Representatives can provide you with both personal and general advice on a range of financial products from leading financial institutions on our Approved Products List. This list is constantly monitored and we add or remove products from time to time as appropriate. A copy of the Approved Product List is available on request.

## Personal advice

Whether or not you are a member of Active Super, our qualified financial planners can provide you with personal advice which takes into account your particular objectives, financial situation and needs, in relation to Active Super products and other financial products. Our personal advice is restricted to:

- Retirement products including superannuation, account-based pensions and annuities
  - Salary sacrifice
  - Personal contributions
  - Investment choice
  - Financial hardship claims
- Deposit and payment products
- Life and income protection insurance
- Investment in managed investment schemes.

## General advice

We also offer a range of general advice and educational services which give you an opportunity to receive general advice about Active Super, issues relating to superannuation, investment options, and other related matters.

These services are offered through seminars and online tools and calculators, as well as over the phone or face-to-face.

It is important to note that these services neither provide tailored recommendations, which take into account your needs and objectives, nor do they consider what may be best for your individual circumstances. In using these services, you should consider the appropriateness of the information, with regard to your objectives, financial situation or needs, before making any financial decisions.



# Advice documents you may receive

## Statement of Advice

Whenever we provide you with personal advice, we will give you a Statement of Advice (SoA). The SoA (commonly referred to as a financial plan) contains the personal advice and recommendations, the basis on which they have been given, the risks associated with the advice, and information about relevant fees and charges.

## Record of Advice

If you have previously received personal advice from us in the form of an SoA and we provide further advice which relates to that advice and your personal circumstances have not significantly changed, we may provide the further advice to you in the form of a Record of Advice (RoA).

If we do not give you the RoA in writing, you may request a copy of the RoA at any time up to seven years from the date you were given the further advice. You can request the RoA by contacting us in writing, by telephone or email.

## General Advice Letter

When we have provided you with general advice we may give you a General Advice Letter (GAL). The GAL sets out details of the advice provided and confirms its general nature.

## Product Disclosure Statement

When we make a recommendation to acquire a particular financial product or offer to issue or arrange a financial product on your behalf, we must provide you with the Product Disclosure Statement (PDS) for that product.

A PDS contains important information about the features, risks, benefits, terms and conditions, and costs of a product, and will help you to make an informed decision in relation to the acquisition of that product.

## Who is responsible for the financial services we provide?

When providing you with the range of financial services we offer, our Authorised Representatives are at all times acting on behalf of Active Super.

Our AFS Licence does not cover any information or advice provided by your employer and Active Super is not responsible for financial services or advice provided by employers' staff.

# Our fees and charges

## General advice

There will be no additional cost for providing general advice services as such costs are already included in the administration fee which is charged to your Active Super account.

## Personal advice

The cost for receiving personal advice services depends on the nature and scope of the advice you seek from our Authorised Representatives. We will discuss any fee payable when meeting with you, and advise the cost should you decide to proceed with obtaining the advice. The fee may be charged as follows:

- Fees that are already included in the administration fee charged to your Active Super account.
- A fee which is disclosed in our Terms of Engagement, which may either be charged to an eligible Active Super account or paid by you into our trust account prior to the financial service being provided.

Any monies received in our trust account are held in trust in a manner consistent with our Terms of Engagement where:

- Monies will be transferred to Active Super as payment for services upon the provision of the financial services to you – in most instances, this will be when we post or present a Statement of Advice to you; or
- You decide to not proceed with obtaining financial advice and the monies are refunded to you (a charge will be applied to any refunds which means that not all monies will be returned to you). Please contact our member care consultants for further details.



# Remuneration, commission and other benefits

Our Authorised Representatives are salaried employees of Active Super.

No commissions or volume-related bonuses are paid to Authorised Representatives of Active Super in relation to the financial advice and services provided to you. Authorised Representatives are measured on Key Performance Indicators and these are not linked to their remuneration.

With some products, Active Super is remunerated by product providers through a one-off or ongoing trail commissions for the life of the investment. These commissions can vary depending on the product and manager. For example, if you invest \$10,000 in a product with an ongoing commission of 0.5%, Active Super will receive \$50 per annum.

Active Super makes every attempt to rebate these amounts to you, however, this may not be achieved on every occasion. If a rebate is not achieved, Active Super retains any amount paid this way to assist us in meeting the costs of the services we provide.

The cost of any advice provided to you will be dependent on the nature of the advice. While General Advice will not attract any additional cost to you, some forms of Personal Advice may be subject to an advice fee. This fee is based on the scope and complexity of the service. All financial advice service fees will be discussed with you prior the provision of any service which is subject to a fee. Our Authorised Representatives will let you know whether or not this advice fee will be applicable to your situation at the initial stages of the advice process.

If you receive personal advice from us, we will tell you about any commissions or other benefits we receive in the Statement of Advice and where possible, we will outline these benefits in actual dollar amounts.

## Does Active Super have any relationships or associations that could influence the provision of our advisory services?

LGSS Pty Limited is also an issuer of superannuation products and will receive fees and charges should you choose to invest or continue to hold an interest in Active Super.

Active Super has written agreements in place with some product issuers listed on our Approved Product List.

LGSS Pty Limited, in its capacity as Trustee of Active Super, may hold arm's length investments in other companies such as banks and insurance companies which issue financial products.

Active Super does not have any other relationships or associations with any other product issuers or service providers which could be expected to influence the provision of financial services provided under our AFS Licence.



# What professional indemnity insurance arrangements are in place?

Active Super has in place adequate arrangements that satisfy the requirements of the Corporations Act 2001, including professional indemnity and crime insurance, which covers our or any of our Authorised Representatives conduct for claims arising from the provision of professional services.

Our policies cover the actions of Directors, Officers, employees and Authorised Representatives of Active Super, including the actions of former employees and Authorised Representatives who, subsequent to these actions, have ceased to be employed by, or act for us.

## Respecting your privacy

We collect and maintain your personal information to ensure that we are able to provide you with advice on the financial products and services that are most appropriate to your needs. We also maintain a record of any recommendations made to you for a period of no less than seven years.

In order to best service your needs, our Authorised Representatives may need to disclose your personal information to other parties, such as product issuers and life companies.

Respecting the privacy of your personal information is important to us and we have adopted the Australian Privacy Principles as set out in the *Privacy Act 1988*.

If you require more information, you can obtain a copy of our Privacy Policy at [activesuper.com.au](https://activesuper.com.au) or by contacting our member care consultants at [hello@activesuper.com.au](mailto:hello@activesuper.com.au) or call 1300 547 873 between 8.30am and 6.00pm, Monday to Friday.

# If you have a complaint

Active Super prides itself on delivering an optimal level of member services. We are committed to handling any complaint quickly, fairly and in the strictest confidence.

If you have a complaint about any services you have received, please contact our member care consultants on 1300 547 873 in the first instance to attempt to have the matter resolved. If you are not satisfied with their response or you would rather contact the Complaints Resolution Manager directly, you can refer the matter in writing to:

Complaints Resolution Manager  
Active Super  
PO Box H290  
Australia Square NSW 1215  
[hello@activesuper.com.au](mailto:hello@activesuper.com.au)

## Advisory service and super account complaints

If your complaint relates to our advisory services or your super account with Active Super and it has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1800 931 678 (free call)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [afca.org.au](http://afca.org.au)

AFCA is an external complaint resolution scheme established to resolve complaints about its member firms (of which Active Super is one). AFCA is operated by an independent not-for-profit company that has been authorised to do so by the responsible Minister under the Corporations Act 2001.

The service is free of charge and in cases when AFCA is required to make a determination, it will be binding on Active Super.

## Privacy complaints

If your complaint relates to the handling of your personal information, you may make a complaint to the Active Super Privacy Officer who will respond to your complaint. The Active Super Privacy Officer can be contacted in writing at:

Active Super Privacy Officer  
Active Super  
PO Box H290  
Australia Square NSW 1215

If you are not satisfied with the response you receive from the Active Super Privacy Officer you can lodge a complaint with the Australian Financial Complaints Authority, whose contact details appear on page 11. Alternatively you may also lodge a complaint with the Office of the Australian Information Commissioner (OAIC), who can be contacted as follows:

Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Website: [oaic.gov.au](http://oaic.gov.au)

## Ethical Conduct Complaints

If your complaint involves ethical conduct, you may wish to raise your concerns with the Australian Securities and Investments Commission (ASIC) via their free call infoline, 1300 300 630.





# Contact us

Detailed information on Active Super, including our product disclosure statements (PDSs) and forms are available at [activesuper.com.au](https://activesuper.com.au) or by contacting our member care consultants on **1300 547 873**.



**[activesuper.com.au](https://activesuper.com.au)**

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This has been issued by LGSS Pty Limited (ABN 68 078 003 497) (AFSL 383558) as trustee for Local Government Super (ABN 28 901 371 321) ('Active Super'). This document contains general advice only and does not take into account your personal objectives, situation or needs. You should consider obtaining professional financial, taxation and or legal advice tailored to your personal circumstances prior to making any financial decision.