

Issued 1 October 2018

Financial Services Guide (FSG)

for Labour Union Co-operative Retirement Fund (LUCRF Super)

This FSG was prepared and issued for the purpose of providing information about:

- LUCRF Super
- the services we offer
- how our representatives are remunerated
- how much we charge for our services
- our complaint management and dispute resolution arrangements.

This FSG is an important document that you should read and understand when deciding whether to use any of the advice services we are authorised to provide. If you require further information or clarification about this FSG, please contact us.

About us

LUCRF Super was established in December 1978 by the Federated Storemen and Packers Union (now known as the National Union of Workers). We are Australia's first industry super fund. Today, we look after over 162,000 members and over 23,000 employers. We have more than \$6.4 billion in funds under management. We are a public offer fund, which means anyone can join.

L.U.C.R.F Pty Ltd ABN 18 005 502 090 holds an Australian Financial Services Licence (AFSL) 258481 as Trustee for Labour Union Co-Operative Retirement Fund (LUCRF Super) ABN 26 382 680 883. LUCRF Super or L.U.C.R.F Pty Ltd are together referred in this FSG as either "we", "us" or "our".

All representatives are employees of the trustee.

You can contact us as follows:

1300 130 780

lucrf.com.au

833 Bourke Street, Docklands VIC 3008

PO Box 211, North Melbourne VIC 3051

mypartner@lucrf.com.au

What are the financial services L.U.C.R.F Pty Ltd is authorised to provide?

Under our Australian Financial Services Licence (AFSL 258481), the trustee is licensed to advise and deal in the following products:

- deposit – basic and non-cash payment products
- general insurance
- life insurance (investment and risk)
- managed investment schemes, including investor-directed portfolios
- superannuation and retirement savings accounts
- securities
- government debentures, stocks or bonds.

Will you give me advice tailored to my personal investment needs or financial circumstances?

Our representatives are authorised to provide advice within a tiered structure:

- Tier 1 can provide information, facts or low-level general advice. This means that they are able to provide information and facts or very low-level advice promoting LUCRF Super.
- Tier 2 can provide general financial product advice. The main focus is education to give our members and employers the tools that will allow them to make informed decisions about super. Advice at this tier will usually be verbal and accompany a warning that your personal circumstances have not been considered.
- Tier 3 can provide general financial and personal financial advice about your LUCRF Super account. This means our representatives can either provide general financial advice or make recommendations that are appropriate or specific to your needs or objectives. However, this advice can only relate to LUCRF Super.
- Tier 4 can provide personal advice using the full authorisation of our licence. This includes both super and non-super related financial advice.

Each representative will inform you regarding the tier that they can operate under. If they are unable to provide the service at the tier that you require, they will refer you to a representative who is permitted to do so.

What documents will I receive?

If personal financial advice is provided to you by our representatives, you will receive a written Statement of Advice (SOA). An SOA is a document that helps you understand and decide whether to rely on our personal advice.

Where you are not a member of LUCRF Super and we are recommending LUCRF Super to you, a product disclosure statement (PDS) will be provided. A PDS outlines the significant benefits, risks, features and costs of each investment option associated with LUCRF Super. It will be provided to you before, or on becoming, a member of LUCRF Super.

How much do you charge for advice?

We generally do not charge for personal advice related to your super with us. The cost of providing general advice and super-related personal advice is included in the administration fee and other charges as per the PDS. For more complex matters, or for non-super-related advice, we are required by law to charge. This will generally be up to \$120 per hour. Any fees charged will first be agreed upon with you before any work commences.

How much do you charge for services?

The cost for members using our super-related services are covered by the administration fee and other charges as provided in the PDS.

How are representatives paid?

All LUCRF Super representatives are salaried employees who do not receive commissions, fees or bonuses for the services they provide to you.

Do any relationships or associations exist that might influence the advice or services provided to me?

LUCRF Super holds shares (but not a controlling interest) in Industry Super Holdings Pty Ltd (ABN 71 119 748 060), which owns ME Bank Pty Ltd (ABN 56 070 887 679). If LUCRF Super engages these organisations to provide services, then this is done on a commercial basis as all service providers are. We do not receive commissions from these or any other organisations. LUCRF Super provides employers access to the QuickSuper clearing house facility to collect and distribute superannuation contributions (Westpac Banking Corporation ABN 33 007 457 141 ASFL 233714).

What compensation arrangements does the trustee have in place?

The trustee has a Trustee Liability Insurance Policy which includes professional indemnity to compensate third parties such as members or beneficiaries for loss or damages suffered because of breaches to any relevant financial services obligations by LUCRF Super or its representative either current or former.

Protecting your privacy

LUCRF Super collects, uses, discloses and protects your personal information in accordance with our Personal Information Collection Statement and the Privacy Policy. Please read these important documents at lucrf.com.au/privacy or by calling us on **1300 130 780**.

What to do if you have a complaint

The trustee of LUCRF Super treats complaints in the strictest of confidence and is committed to handling any concerns promptly and fairly. You can raise your complaint either with your representative or write to:

The Complaints Officer
PO Box 211
North Melbourne VIC 3051

or

complaints@lucrf.com.au

LUCRF Super has an internal complaints management procedure. However, if you are dissatisfied with the handling of your complaint or you have not received a response within 90 days, you may be able to take your complaint to the Superannuation Complaints Tribunal (SCT). This is a free service.

Superannuation Complaints Tribunal
Locked 3060
GPO Melbourne VIC 3001
Phone: 1300 884 114
sct.gov.au

If your complaint is outside the jurisdiction of the SCT and you are dissatisfied with the handling of your complaint, or you have not received a response within 45 days, you may be able to take your complaint to the Financial Ombudsman Service (FOS). This is a free service.

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Phone: 1800 367 287 (free call)
fos.org.au

The Australian Securities and Investment Commission (ASIC) also has an infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Please note that from 1 November 2018, the SCT, the FOS and the Credit and Investment Ombudsman will be replaced by a new independent body called the Australian Financial Complaints Authority (AFCA). To find out how to lodge your complaint with the AFCA, or if it can be handled by them, contact them at the following:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678 (free call)
afca.org.au

Contact us
1300 130 780
lucrf.com.au

