



Financial Services Guide

PSSap

Issued 11 February 2012

Purpose of this Financial Services Guide

This Financial Services Guide is issued by Commonwealth Superannuation Corporation (CSC), ABN 48 882 817 243, AFSL 23806 and Superannuation Administration Corporation trading as Pillar Administration (Pillar) ABN 80 976 223 967, AFSL 245591 on 11 February 2012.

This Financial Services Guide is designed to assist you in deciding whether to use any of the financial services referred to in the Financial Services Guide, and is provided to inform you about:

- > the financial services provided by CSC and Pillar in relation to the Public Sector Superannuation accumulation plan (ABN 65 127 917 725) (PSSap);
- > remuneration arrangements;
- > insurance arrangements; and
- > complaints resolution processes.

This Financial Services Guide has been prepared without taking account of your objectives, financial situation or needs. You should consider any advice or information in this document in light of your personal objectives, financial situation or needs before acting on it. You may wish to consult a licensed financial planner.

A **Product Disclosure Statement** for PSSap (PDS) is available and should be considered by members of PSSap and those considering whether to join (if eligible). The PDS includes information about the benefits of PSSap as well as the applicable fees and costs so that you can make an informed decision about whether to join PSSap. The PDS is available at www.pssap.gov.au or you can contact a Customer Service Officer (see the **Contact details** section of this Financial Services Guide). A copy of the PDS will be sent to you if you request one from the PSSap contact centre or will generally be given to you by your employer if you commence employment with the Australian government or another participating employer.

About CSC and Pillar

CSC is a Commonwealth authority and an Australian financial services (AFS) licensee. CSC acts as trustee in relation to a number of superannuation schemes, including PSSap.

Pillar is a NSW State owned corporation and is a specialist superannuation administration services provider. Pillar holds an AFS licence and provides certain PSSap member services under contract to ComSuper (ABN 77 310 752 950), a Commonwealth Government entity responsible for providing scheme administration services to the trustee in relation to a number of superannuation schemes, including PSSap.

Pillar's services include specialist administration services such as operating a contact centre and responding to enquiries from PSSap members, maintaining members' accounts, processing member and employer contributions and making benefit payments. ComSuper is responsible for the contractual management of the relationship with Pillar.

The financial services provided

CSC is authorised by its AFS licence to provide general financial product advice regarding superannuation products. CSC provides general financial product advice about PSSap and other superannuation products issued by it. General financial product advice means advice that is given without considering any of your objectives, your financial situation or your needs. As an AFS licensee, CSC acts for itself in providing, and is responsible for, any advice provided by it.

If you contact the contact centre for PSSap, you will have contact with a Pillar Customer Service Officer who can provide you with information about PSSap.

In responding to your queries, Pillar may provide you with factual information about PSSap or may arrange for you to perform certain transactions in relation to your PSSap account (including by providing you with relevant forms).

Pillar's AFS licence authorises it to provide financial product advice and to apply for, acquire, vary or dispose of superannuation products on behalf of another person. If Pillar does provide you with any financial advice in relation to PSSap, it will only be general financial product advice. As an AFS licensee, Pillar acts for itself in providing, and is responsible for, any financial services provided by it.

Remuneration

No fee is charged to you for information or general advice in relation to PSSap. Fees and costs associated with PSSap are outlined in the PDS. Neither CSC nor its directors or employees receive any remuneration in respect of, or which is attributable to, any advice about PSSap provided to you. CSC's directors are remunerated by way of allowances set by the Remuneration Tribunal. Employees of CSC are paid on a salary basis and, while they may be paid a bonus, it is not related in any way to advice provided about PSSap.

Pillar is paid by ComSuper for the provision of services in accordance with the administration services contract between the parties. These payments are based in part on the number of members in PSSap. None of Pillar's directors or officers hold shares or any form of equity in Pillar, CSC or ComSuper.

Neither CSC nor Pillar pay any fees or commissions to any third parties related to the advice provided with respect to PSSap or for referring people to CSC or Pillar.

Insurance arrangements

CSC and Pillar both have professional indemnity insurance in place to cover any breach of their own AFS licence, including:

- > in the case of CSC's insurance, a breach of its licence by CSC, or any of its authorised representatives or employees; or
- > in the case of Pillar's insurance, a breach of its licence by Pillar or any of its employees.

CSC's insurance arrangements also cover losses sustained as a result of work done for CSC by its authorised representatives and employees even after they cease to work for CSC.

Pillar's insurance arrangements also cover losses sustained as a result of work done for Pillar by its employees even after they cease to work for Pillar.

The requirements applicable to CSC and Pillar for compensation arrangements under the *Corporations Act 2001 (Cth)* are satisfied by their respective insurance arrangements.

What to do if you have a complaint?

We are committed to handling any complaints from members of PSSap promptly and fairly, within a maximum of 90 days from when the complaint is made.

Complaints relating to PSSap (including complaints about the conduct of CSC or Pillar in connection with PSSap) can be made by contacting us on **1300 725 171**, at **members@pssap.com.au** or addressing written complaints to:

PSSap Complaints Officer
Locked Bag 9300
Wollongong BC NSW 2500
Australia

If your complaint about PSSap or its administration is not resolved to your satisfaction or if you do not receive a response within 90 days, you may have the right to refer the matter to the Superannuation Complaints Tribunal (SCT). The SCT is an independent Commonwealth Government body and can be contacted on 1300 884 114.

Their mail address:
Locked Bag 3060
Melbourne VIC 3001
Fax: 03 8635 5588

If the SCT can deal with your complaint, it will attempt to resolve the complaint through conciliation but if that is unsuccessful, it will review the decision or conduct to which the complaint relates.

If you have a complaint about Pillar that is not to do with the administration of PSSap, you may have a right to take your complaint to:

Financial Ombudsman Service (FOS)
GPO Box 3
Melbourne VIC 3001
Ph. 1300 780 808

Contact details

If you wish to contact us or provide instructions to us please contact a Customer Service Representative

on **1300 725 171** or email us at **members@pssap.com.au**. Alternatively you can mail us at:

Locked Bag 9300
Wollongong BC NSW 2500
Australia

For information about investments and governance phone CSC on 02 6263 6999, email us at **secretary@csc.gov.au** or mail us at GPO Box 1907 Canberra ACT 2601.

Pillar's corporate address is:

Level 18, 83 Clarence St
Sydney NSW 2000
Ph. 02 9238 5555
Fax. 02 9238 2630

Your privacy

CSC and Pillar are committed to protecting your privacy.

CSC collects personal information from you only for the purposes of establishing and administering your super and insurance, to send you information about new products or services (provided by CSC or others) and to invite you to participate in member research.

Your personal information will be disclosed to ComSuper and Pillar (for the purposes of establishing, administering and releasing your super) and to CSC's insurer AIA Australia (for the purposes of establishing, administering and paying any insurance you hold through PSSap), but it is not disclosed to any other party without your consent, unless required by law.

If Pillar holds your personal information for the purpose of administering PSSap you can complain to the Privacy Commissioner about Pillar's acts or practices in relation to that personal information. The Privacy Commissioner may investigate such complaints and has the power to award compensation against Pillar in appropriate circumstances. Complaints can be made to the Office of the Australian Information Commissioner:

GPO Box 2999
Canberra ACT 2601
Ph. 1300 363 992
Email: enquiries@oaic.gov.au.

A full copy of CSC's privacy policy is available at **www.pssap.gov.au** or call us on **1300 725 171**. Pillar's Privacy Policy is available at **www.pillar.com.au**.