



Low fees | Strong long-term performance | Run only to benefit members

Financial Services Guide



What is the purpose of this guide?

The Financial Services Guide (FSG) is an important document that we, as providers of financial services holding an Australian Financial Services Licence (AFSL), are required to give to you before we provide a financial service.

The FSG provides you with information about Media Super Limited to assist you in deciding if you will use its financial services. This FSG explains:

- the services Media Super Limited provides, and the financial products to which the services relate
- how we are remunerated
- details of our internal and external complaints-handling procedures
- any interests, associations or relationships that could give rise to a conflict of interest, and
- how to contact us.

If you are considering joining Media Super you should have been provided with a *Member Booklet (Product Disclosure Statement or PDS)*. The PDS contains information about the product, including information about the risks, fees, benefits and features of Media Super, and will assist you in making an informed decision in relation to the product, including whether to acquire it. If you have not received a PDS, please call us on 1800 640 886 or visit mediasuper.com.au.

Who are we?

Media Super Limited is the trustee of the super fund Media Super, and is licensed under the Corporations Act to deal in and provide general advice about superannuation products.

We outsource administration and call centre activities to a superannuation administration company, which holds its own Australian Financial Services Licence. In undertaking these activities our administrator will be acting on behalf of Media Super Limited as our representative. Media Super Limited is therefore responsible for any financial product advice our administrator or call centre operators provide to you.

Trustee Company Name

Media Super Limited
(ABN 30 059 502 948)

Registered Address

Level 18, 83 Clarence Street
Sydney NSW 2000

Contact Details

Postal: Locked Bag 1229,
Wollongong NSW 2500

Telephone: 1800 640 886

Facsimile: 1800 246 707

Email: administration@mediasuper.com.au

Website: mediasuper.com.au

Australian Financial Services Licence
230254

What financial services do we offer?

Media Super Limited's AFSL authorises the Fund to provide general advice on superannuation products.

We may provide general advice by:

- presenting information to you in writing, verbally or graphically during an on-site seminar
- answering your questions in person, in writing or by telephone, and
- information provided on our website, in our newsletters, in our PDS or in other media.

Media Super Limited does not provide financial planning services or personal advice. We will not provide you with personal advice when you visit our website or contact our client service centre, or at any other time.

The financial advice we provide to you is general advice only. It does not take into account any of your investment objectives, financial situation or particular needs. Accordingly, you should consider the appropriateness of the advice, having regard to your objectives, financial situation and particular needs. We also recommend that before making a decision to invest you consult a licensed financial adviser or other professional adviser.

How do I provide instructions to Media Super Limited?

You can contact us and provide us with your instructions either by mail, facsimile, telephone or via our website. In some circumstances you will need to complete a form. For terms and conditions in relation to these products please read our PDS or contact our client service centre.

What fees does Media Super Limited charge?

Media Super Limited is a 'not for profit' company and, as such, any fees charged are to cover the cost of providing the product in which you are invested.

Details of the fees charged if you become a member of Media Super are set out in the PDS. No other fee is required for product advice services that are provided to you by Media Super Limited.

How is Media Super Limited paid?

Media Super Limited employees and directors are all salaried staff and do not receive any commissions or bonuses related to the advice provided to you. Salaries are an expense that is met by Media Super and recouped by fees charged to members.

How do I make a complaint?

Media Super Limited has procedures in place to ensure that your enquiries and complaints are dealt with promptly.

If you have a complaint to make about the services provided by Media Super Limited, you should contact the Fund by writing to:

The Complaints Officer
Media Super Limited
Locked Bag 1229
Wollongong NSW 2500

The Trustee aims to resolve any complaints within 30 days of receipt, but may take up to 90 days.

Financial Ombudsman Service

The Financial Ombudsman Service (FOS) deals with complaints about financial services providers including life insurers, fund managers, stockbrokers and some super providers.

If you have a complaint about the financial services provided to you by the Trustee you may lodge a complaint with FOS.

FOS has restrictions on the type of complaints it will hear. Also, FOS will not hear your complaint unless you have first lodged a complaint with the Trustee's internal procedure (i.e. a complaint with the Complaints Officer). The Trustee generally has 45 days to reply to your complaint, although it may request up to 90 days to deal with the matter.

If you do not receive a decision, or are unhappy with the decision in relation to your complaint, you may lodge your complaint with FOS.

FOS can be contacted by:

- phoning 1300 780 808
- visiting www.fos.org.au
- writing to: GPO Box 3, Melbourne VIC 3001

Professional indemnity insurance

Media Super Limited, as an AFSL holder, has taken out professional indemnity (PI) insurance in accordance with the requirements of the *Corporations Act*. The PI insurance will cover claims in relation to the conduct of Media Super Limited and its employees or any representatives who work, or who have worked, for the company, where the Fund is found to have a liability for loss or damage suffered by a person to whom it provides a financial service.

Associations or relationships that may influence Media Super Limited in providing advice to you

Media Super Limited is a shareholder of Members Equity Bank Pty Ltd (ME Bank) and Industry Super Holdings Pty Ltd.

It does not have any other relationships or associations that might influence the financial services provided.

For more information call us or visit our website.



Contact us
1800 640 886
mediasuper.com.au

