

**PRODUCT
DISCLOSURE
STATEMENT**

1 September 2025

media
super



MEDIA SUPER INDUSTRY

1. About Media Super Industry	2
2. How super works	3
3. Benefits of investing with Media Super Industry	4
4. Risks of super	5
5. How we invest your money	5
6. Fees and costs	6
7. How super is taxed	9
8. Insurance in your super	11
9. How to open an account	15

United Super Pty Ltd ABN 46 006 261 623
AFSL 233792 as Trustee for the Construction
and Building Unions Superannuation Fund
ABN 75 493 363 262 offering Cbus Super and
Media Super products (Cbus, Cbus Super
and/or Media Super).

MySuper authorisation 75 493 363 262 473

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About this guide

This Product Disclosure Statement (PDS) contains general information only and is designed to provide a summary of significant information about Media Super. It contains references to important information which also forms part of this PDS. You should consider this information together with your own personal objectives, financial situation and needs before making a decision. A financial adviser can help you decide if this is the right product for you. Also read the relevant Target Market Determination at mediasuper.com.au/tmd. If you want a printed copy of this PDS or other information referenced, please call **1800 640 886** or email enq@mediasuper.com.au.

Unless we've said otherwise, information in this PDS is current at the date of publication, but may change from time to time. Any updates that aren't materially adverse will be available at mediasuper.com.au/pds or contact us for details of any changes. Always check our website for the most up to date information.

Any statement made by a third party or based on a statement made by a third party in this PDS has been included in the form and context in which it appears with the consent of the third party, which has not been withdrawn as at the date of this document. Use of 'us', 'we', 'our' or 'the Trustee' is a reference to United Super Pty Ltd. Use of 'Fund' refers to the Construction and Building Unions Superannuation Fund.

Insurance is provided under a group policy with our insurer, TAL Life Limited ABN 70 050 109 450 AFSL 237848.

1. About Media Super Industry

Super for those working in print, entertainment media and the arts.

We've helped our members build a more comfortable retirement for more than 30 years. And with the strength and scale of Cbus Super now behind us, our members can reap even more benefits.

We also have a history of investing back into our community – supporting industries that are important to our members such as the Australian film and television industry.

While our roots are in the creative industries, you can join Media Super no matter what work you do – and it's easy to take us with you when you change jobs.

We offer a MySuper product; the Growth (MySuper) investment option, as well as a range of other investment options including Pre-mixed and DIY (do-it-yourself) investment options.

Everything we do is intended to benefit our members, so they can enjoy the retirement they've worked hard for.

Who is Media Super Industry for?

Media Super Industry is designed for people receiving Superannuation Guarantee (SG) contributions through an employer.

If that's not you, you can also join through:

- **Media Super Sole Trader:** for self-employed people making their own super contributions.
- **Media Super Personal:** for people who are not currently working or receiving employer contributions.
- **A Cbus Super Income Stream:** for people nearing or in retirement.

Important information to read

Visit mediasuper.com.au/fund for information including: the Trust Deed (and governing rules), significant event notices (including fee/product updates), *Annual Report*, Financial Services Guides, details of service providers, board appointments and attendance, remuneration of our directors and other key management personnel.

You can also visit mediasuper.com.au/dashboard to access our MySuper product dashboard.

2. How super works

Most people get employer super contributions

Super helps you save for retirement and is compulsory for most employed Australians. That's why the government takes less tax from super than other types of investments. Most people get super contributions from their employer and can choose the super fund these payments are made to. The amount your employer must contribute is usually 12% of your pay for any ordinary hours you work.

You can boost your super with extra contributions

You can build your super account by putting in extra money. There are two ways:

- **From your before-tax salary:** such as salary sacrifice contributions.
- **From your after-tax salary:** such as making a personal contribution (if you don't claim a tax deduction). The government may also make a co-contribution of up to \$500 if you're a low to middle income earner and meet the eligibility criteria.

See page 9 for more information on contributions to your super, including limits.

Super's usually for your retirement

You'll generally need to reach at least age 60 before you can access your super. You may be able access it before then in certain circumstances, such as:

- on compassionate grounds,
- if you're terminally ill or permanently incapacitated, or
- if you're experiencing severe financial hardship.

There are limits to the amount you can withdraw in these circumstances.

Combining your super accounts could help you save

If you've had multiple jobs, you may have more than one super account and be paying fees on each of them. You can easily search for and combine your super through your online Media Super account. Or complete the *Combine your super into Media Super* form. To learn more about finding and combining your super visit mediasuper.com.au/consolidate.

You can stay with us when you change jobs...


If you don't choose a fund when starting a new job, your new employer must pay your super into your 'stapled fund' as recorded by the Australian Taxation Office (ATO). If you have more than one fund, this may not be Media Super and it might not be right for you. To stick with us, log into your online account and click on *More* then *Notify your employer*. Or you can complete the *I want my super paid into Media Super* form at mediasuper.com.au/forms and give it to your new employer.

...And when you finish work

From age 60 most people can turn their super into regular, tax-free payments with a Cbus Super Income Stream account. This means you can stay with us as you transition into retirement.

Keep your details up-to-date

We send out regular updates, including any important changes to your super, so make sure we know how to contact you. Also, if we can't contact you, and there's been limited activity on your account (such as no contributions for 16 months), your account will close and the balance will move to the ATO and any insurance and other benefits will stop, unless you've told us you want to stay with Media Super.

 You should read the important information about how super works in our *How super works* guide before making a decision. Go to mediasuper.com.au/superworks. The material relating to how super works may change between the time you read this PDS and the day you acquire the product.

3. Benefits of investing with Media Super Industry



Competitive fees

Competitive fees mean more of your super stays where it belongs: in your account.

8.91%

Strong long-term investment performance

Our Growth (MySuper) investment option has delivered an average annual investment return of 8.91%¹ for over 40 years.



Insurance for your industry

We offer tailored insurance options to suit your job, including high-risk work that other super funds may not cover.



Financial advice that's in your interests

You have access to our Advice team, who can help you understand your options and provide different levels of advice depending on your needs.



We're here to help – in person or online

You can learn more about super through our series of online webinars and education sessions.



Regular account updates

You'll get two account updates a year, as well as a retirement income estimate for most members.

¹ Since inception from 1 July 1984 to 30 June 2025. The average annual investment return is based on the crediting rate, which is the investment return minus investment fees, investment related taxes and until 31 January 2020, the percentage-based administration fee. Excludes fees and costs that are deducted directly from members' accounts. Media Super merged with Cbus Super on 9 April 2022 and as a result, pre-existing Media Super investment options were closed and Media Super members were transferred to equivalent Media Super branded investment options under United Super Pty Ltd. The historical performance displayed prior to this date relates to Cbus Super investment options and does not incorporate the performance of Media Super. Media Super members received a Successor Fund Transfer Exit Statement prior to merging with Cbus Super, detailing the performance of their Media Super investment options. Past performance is not a reliable indicator of future performance. See page 7 for details of current fees and costs.

4. Risks of super

All investments involve risk. Understanding these risks can help you to make better investment decisions.

Generally, the more risk taken with investments, the more the potential for higher long-term investment returns. The lower the risk taken, the lower the likely long-term investment returns. To help you understand this, asset classes (the building blocks of investment options) may be classified as growth or defensive (or a mix).

Common investment risks are market volatility risk, market risk, inflation risk, interest rate risk, Environmental, Social and Governance (ESG) risk, liquidity risk, currency risk and credit risk. We manage these on your behalf.

When investing in super (including the Fund) it's also important to consider:

- that the value of your investment can change. Investment returns aren't guaranteed and you may lose some of your money,
- the level of investment returns can vary - future investment returns can be different to past investment returns,
- contributions and investment returns may not grow your super enough to adequately support you when you retire, and your savings might not last long enough,
- super laws may change in the future, and
- the level of risk for you depends on a range of factors you should consider when making decisions about your super.

So, when you come to choose investment options, it's important to think about:

- how old you are now and how long you plan to invest
- other investments you have outside super, such as savings, property or shares, and
- how much risk you're willing to take to achieve the investment return you want.



You should read the important information about risks in our *Investment guide* before making a decision. Go to mediasuper.com.au/pds. The material relating to our investment options may change between the time you read this PDS and the day you acquire the product.

5. How we invest your money

You can choose from a range of investment options:

Pre-mixed investment options:

- High Growth
- Growth Plus
- Growth (MySuper)
- Indexed Diversified
- Conservative Growth
- Conservative

DIY investment options:

- Overseas Shares
- Australian Shares
- Property
- Diversified Fixed Interest
- Cash

The Growth (MySuper) investment option

We'll invest your super in the Growth (MySuper) investment option until you let us know you'd like to change. This investment option may suit members who can accept some years when investment returns are negative but want long-term investment returns to be well above inflation.

Growth (MySuper)																																											
Risk level	Medium to High																																										
Investment return objective	Deliver an investment return of inflation plus 3.25% a year over rolling 10-year periods																																										
Likelihood of negative annual investment returns	3 to 4 in every 20 years																																										
Minimum suggested investment timeframe	At least 7 years																																										
Strategic Asset Allocation (SAA) and range																																											
	<table border="1"> <thead> <tr> <th></th> <th>SAA %</th> <th>Range %</th> <th></th> <th>SAA %</th> <th>Range %</th> </tr> </thead> <tbody> <tr> <td>■ Australian shares</td> <td>22.5</td> <td>5.0-38.0</td> <td>■ Property</td> <td>9.0</td> <td>0.0-28.0</td> </tr> <tr> <td>■ Global shares</td> <td>28.0</td> <td>7.0-39.0</td> <td>■ Global credit</td> <td>6.5</td> <td>0.0-17.0</td> </tr> <tr> <td>■ Emerging market shares</td> <td>2.5</td> <td>0.0-16.5</td> <td>■ Australian fixed interest</td> <td>4.0</td> <td>0.0-23.0</td> </tr> <tr> <td>■ Private equity</td> <td>3.0</td> <td>0.0-12.0</td> <td>■ Global fixed interest</td> <td>4.0</td> <td>0.0-23.0</td> </tr> <tr> <td>■ Alternatives</td> <td>3.0</td> <td>0.0-13.0</td> <td>■ Cash</td> <td>4.0</td> <td>1.0-18.0</td> </tr> <tr> <td>■ Infrastructure</td> <td>13.5</td> <td>0.0-28.0</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		SAA %	Range %		SAA %	Range %	■ Australian shares	22.5	5.0-38.0	■ Property	9.0	0.0-28.0	■ Global shares	28.0	7.0-39.0	■ Global credit	6.5	0.0-17.0	■ Emerging market shares	2.5	0.0-16.5	■ Australian fixed interest	4.0	0.0-23.0	■ Private equity	3.0	0.0-12.0	■ Global fixed interest	4.0	0.0-23.0	■ Alternatives	3.0	0.0-13.0	■ Cash	4.0	1.0-18.0	■ Infrastructure	13.5	0.0-28.0			
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Investment options may be added, removed or changed as our investment strategy changes. We'll post updates at mediasuper.com.au about any significant changes.

You can change investments through your online account or by completing an *Investment choice* form. You should consider the likely investment return and your investment timeframe when choosing an investment option in which to invest. Visit mediasuper.com.au/investments for the latest investment returns.



You should read the important information about our investment options and how we invest your money in our *Investment guide* before making a decision. Go to mediasuper.com.au/pds. The material relating to our investment options may change between the time you read this PDS and the day you acquire the product.

6. Fees and costs

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 fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** Moneysmart website (moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

* This text is required by law, but as we only charge fees to cover costs and not to make a profit, our fees can't be negotiated.

Fees and costs summary

This table shows fees and costs for the Growth (MySuper) investment option and can be used to compare costs between different superannuation products. Fees may be deducted directly from your account or from investment returns. Definitions of fees and costs can be found in the *Fees and costs* guide at mediasuper.com.au/fees.

Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs¹		
Administration fees and costs	\$1.00 a week (\$52 a year) plus 0.19% of your account balance up to \$1,000 a year	Deducted from your account at the end of each month or when you close your account.
	plus 0.07% a year ³	Deducted from Fund reserves (not from your account).
Investment fees and costs²	0.44% a year ³	Deducted from investment returns before the crediting rate is applied to your account.
Transaction costs	0.12% a year ³	
Member activity related fees and costs		
Buy-sell spread	Nil	Not applicable.
Switching fee		
Other fees and costs⁴	Various, depending on the activity, advice or insurance	Activity and advice fees are deducted from your account when applicable. Insurance fees (if applicable) are deducted from your account at the end of each month, or when you close your account.

¹ If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the financial year, certain fees and costs charged to you in relation to administration and investments are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

² Includes an amount of 0.04% for performance fees based on the average performance fees for the five years to 30 June 2025. The calculation basis for this amount is set out under the *Additional explanation of fees and costs* in the *Fees and costs* guide at mediasuper.com.au/fees.

³ Deducted from investment returns before they're credited to member accounts, and are calculated each year in arrears. The figures shown are estimates based on expenses for the period ending 30 June 2025. The calculation basis for this amount is set out in the *Fees and costs* guide.

⁴ Other fees and costs may apply such as activity fees, advice fees for personal advice or insurance fees. See the *Additional explanation of fees and costs* in the *Fees and costs* guide.

Example of annual fees and costs

This table gives an example of how the ongoing annual fees and costs for the Growth (MySuper) investment option for this superannuation product can affect your superannuation investment over a one-year period. You should use this table to compare this superannuation product with other superannuation products.

Example – Growth (MySuper)		Balance of \$50,000
Administration fees and costs	\$1.00 a week (\$52 a year) plus 0.19% of your account balance plus 0.07% of your account balance (paid from fund reserves, not your account)	For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$95 in administration fees and costs, plus \$52 (regardless of your balance). \$35 in administration fees and costs will be paid from Fund reserves (not from your account).
PLUS Investment fees and costs	0.44%	And you will be charged or have deducted from your investment \$220 in investment fees and costs.
PLUS Transaction costs	0.12%	And you will be charged or have deducted from your investment \$60 in transaction costs.
EQUALS Cost of product		If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$462 for the Growth (MySuper) investment option.

Note: Additional fees may apply.

We may change the amount of fees or introduce new fees without your consent. You'll be given at least 30 days' notice before any increase to administration fees or other fees, such as insurance fees or activity fees. Keep your contact details up to date so you receive notice of any changes.

Estimated investment fees and costs, such as transaction costs, may vary from year to year without prior notice.



Financial advice fees can be deducted from your Media Super account for financial advice provided in relation to your account(s) by an external financial adviser who is registered with us for fee deductions. Fees will only be deducted with your written consent.

Please refer to the *Statement of Advice* provided by your financial adviser for all relevant fees.



You should read the important information about fees and costs in our *Fees and costs* guide before making a decision. Go to mediasuper.com.au/fees. The information on fees and costs may change between the time you read this PDS and the day you acquire the product.

7. How super is taxed

Super is a tax-effective way for most people to save for retirement.



You should provide us with your tax file number (TFN). You may pay extra tax and won't be able to make after-tax contributions if you don't. See mediasuper.com.au/tfn for details.

Tax on contributions

There are limits on contributions to your super (contribution caps). If you contribute more than these limits you may pay extra tax.

Before-tax (concessional) contributions	After-tax (non-concessional) contributions
Includes employer (including salary sacrifice contributions) and tax-deductible personal contributions.	Includes personal or voluntary contributions where no tax deduction has been claimed.
Usually a 15% tax rate applies on amounts up to your before-tax contributions cap, which is \$30,000 for the 2025/26 financial year. This tax is deducted from contributions made to your account.	No tax applies on amounts up to your after-tax contributions cap, which is currently \$120,000 a year (as long as your total super balance was less than \$2 million on 30 June 2025).
However if your total super balance across all accounts was under \$500,000 on 30 June 2025, you can contribute more than the before-tax contributions cap by carrying forward any unused cap amounts for up to five years.	However if you're under age 75, you may be able to bring forward your cap for up to three years to contribute up to \$360,000 in any three-year period. Extra tax will apply if your after-tax contributions are higher than your after-tax contributions cap.
Extra tax will apply if: <ul style="list-style-type: none">– we don't have your TFN.– you're a high income earner.– your before-tax contributions are higher than your before-tax contributions cap.	Your total super balance may affect how much you can contribute.

Claiming a tax deduction on personal contributions

You can apply to claim a tax deduction for after-tax contributions you make, which may reduce the amount of income tax you pay. If you claim a tax deduction, the contribution will then be treated as a before-tax contribution. This means the contribution will be subject to the 15% tax rate, and count towards your before-tax contributions cap. Think about what this tax treatment could mean for you.

Before you apply to claim the tax deduction you need to make sure you meet the eligibility criteria and notify us of your intent to claim using our *Claim a tax deduction for personal contributions to super* form.

From age 67 you'll also need to meet the work test (or exemption criteria). For details read the *Claim a tax deduction for personal contributions to super* fact sheet at mediasuper.com.au/forms.

Tax on lump sum withdrawals

If you're aged 60 or over, withdrawals you make are generally tax free. If you're under age 60 tax is deducted from withdrawals before we pay them to you. The taxable component is taxed at a maximum of 22% (which includes 2% Medicare Levy). There's no tax payable on the tax-free component.

Tax on investment earnings

Investment earnings within super are taxed at a maximum rate of 15%.

The actual rate may be lower due to certain tax credits and tax offsets available to Media Super. Any tax is deducted from the crediting rate that applies to your super before investment earnings are added to your account.



You should read the important information about how super is taxed in our *How super works* guide before making a decision. Go to mediasuper.com.au/superworks or visit the ATO website, ato.gov.au. The material relating to how super is taxed may change between the time you read this PDS and the day you acquire the product.

8. Insurance in your super

Cover you can count on

Insurance through Media Super can provide cover for death (including terminal illness), total and permanent disablement (TPD) and income protection (IP). Given our size, we can get a better deal for our members, with premiums paid from your super, not your salary.

Automatic cover

We offer automatic death, TPD and IP cover to eligible Media Super members. The cover available is based on your age, occupation category and, in some cases, your account balance. If you qualify, automatic cover can give you cover for:

	Insurance cover	Benefit provided
Your life	Death	Lump sum paid to your dependants if you die.
	Terminal illness (included in death cover)	Lump sum paid if you have death cover and are diagnosed as terminally ill with a life expectancy of 24 months or less.
Your income	TPD	Lump sum paid if you're permanently disabled by injury or illness and unlikely to ever work again.
	IP	Monthly payments if you temporarily can't work due to an accident or illness. Your payments will start monthly in arrears from the end of your waiting period.

Can you get automatic cover?

You must meet some basic conditions to be eligible for automatic cover through Media Super Industry:

- You must be aged over 25 and under 69
- You must not already have an account with Media Super or Cbus Super
- You're not making a claim for, not entitled to, and have not been paid any form of total and permanent disablement or terminal illness benefit from any super fund or life insurer
- You haven't been diagnosed with an illness that is likely to result in your death within 24 months from the date it was diagnosed
- You must have received an on-time employer contribution.



Eligibility requirements and cover conditions can vary depending on your personal circumstances. You should read the *Insurance guide (Industry)* carefully to learn more, including eligibility, exclusions and other terms and conditions of cover.

When automatic cover starts

If you're 25 or older

Your automatic cover won't start until your account balance reaches \$6,000, unless you tell us you want it to start earlier. Select this option when you join or at mediasuper.com.au/want-cover at any time. Your cover may be limited depending on when you tell us you want it.

Once your account balance reaches \$6,000, your cover will generally start when we receive an on-time compulsory super contribution from your employer. But your cover may be limited depending on when this contribution is received or if you're not in active employment when your cover starts.

If you're under 25

You can't get automatic cover, but can apply for cover from age 15 by logging into your account at mediasuper.com.au/login or completing a *Change my insurance* form, available at mediasuper.com.au/forms.



See the *Insurance guide (Industry)* for more information on insurance, including when cover may be limited.

Keep your cover, even when life changes

By law, any death and TPD cover will stop if your account doesn't receive a contribution or a roll in for 16 months, unless you tell us you want it to continue. You can do this using the *Join Media Super Industry* form, or at any time online at mediasuper.com.au/opt-in.

Your death and TPD cover could restart automatically if we receive an on-time compulsory super contribution for you from your employer in future, but you may not get the same cover as you had before. Any IP cover won't automatically restart if you receive an on-time compulsory super contribution from your employer - you'll need to reapply for IP cover.

There are also other reasons your cover could stop, such as when you reach a certain age or if you don't have enough money in your account to pay for it. See the *Insurance guide (Industry)* for details.

How much cover will you get and what will it cost?

The automatic cover available is based on your age.

Automatic death and TPD cover

Age	Death		TPD		Weekly cost
	Units	Coveramount	Units	Coveramount	
Under 25	0	-	0	-	-
25 - 29	4	\$170,000	4	\$50,000	\$1.53
30 - 34	5	\$193,000	5	\$50,000	\$1.91
35 - 39	5	\$145,000	5	\$50,000	\$1.91
40	5	\$108,500	5	\$40,000	\$1.91
41	5	\$98,500	5	\$40,000	\$1.91
42	5	\$89,500	5	\$40,000	\$1.91
43	5	\$81,000	5	\$40,000	\$1.91
44	5	\$74,000	5	\$40,000	\$1.91
45	5	\$67,500	5	\$35,000	\$1.91
46	5	\$60,500	5	\$35,000	\$1.91
47	5	\$54,500	5	\$35,000	\$1.91
48	5	\$49,000	5	\$35,000	\$1.91
49	5	\$44,000	5	\$35,000	\$1.91
50	5	\$39,000	5	\$25,000	\$1.91
51	5	\$35,000	5	\$25,000	\$1.91
52	5	\$31,500	5	\$25,000	\$1.91
53	5	\$28,500	5	\$25,000	\$1.91
54	5	\$26,500	5	\$25,000	\$1.91
55	5	\$24,000	5	\$20,000	\$1.91
56 - 69	5	\$20,000	5	\$20,000	\$1.91

Automatic IP cover

Automatic IP cover has a 60-day waiting period and a 2-year benefit payment period.

Age	Number of units	Monthly cover amount	Weekly cost
Under 25	0	\$0	\$0
25 - 29	8	\$4,000	\$8.09
30 - 34	9	\$4,500	\$9.10
35 - 39	10	\$5,000	\$10.11
40 - 44	11	\$5,500	\$11.12
45 - 49	12	\$6,000	\$12.13
50 - 54	13	\$6,500	\$13.14
55 - 59	14	\$7,000	\$14.15
60 - 69	15	\$7,500	\$15.17

Changing your cover

Life doesn't stay the same, so it's important to regularly review your cover to make sure it still meets your needs.

You can apply to change your occupation category, increase, reduce or cancel your cover whenever you like by logging into your account at mediasuper.com.au/login or completing the relevant form, available at mediasuper.com.au/forms.

If you simply want to cancel your cover, you can call us on **1800 640 886**. Bear in mind that if you cancel your cover and want cover again later, you'll need to reapply and provide health and other information for our insurer to consider – but be aware, you may not be eligible.

You can also apply to transfer your existing death, TPD and IP cover from another super fund or insurance policy, or apply for more cover when certain life events happen, like you get married, have children or take out a mortgage.



If you're changing super funds and want your cover to start from a certain date, make sure you let your employer know, or there may be a gap in your cover when you move from the other fund.



You should read the important information about insurance in your super in the *Insurance guide (Industry)* at mediasuper.com.au/pds before making a decision. This includes the amount and cost of cover, when cover stops and starts, changing your cover, making a claim, and any other terms and conditions of Media Super's insurance policies. The material relating to insurance in your super may change between the time you read this PDS and the day you acquire the product.

9. How to open an account

Complete the *Join Media Super Industry* form.

If your employer has already opened an account for you

You can use this form to confirm your details, and let us know if you want to make any changes to your insurance or beneficiaries. You'll find your member number on the letter sent to you with this PDS.

You may also choose to complete the optional *Combine your super into Media Super* form, available at mediasuper.com.au/forms.

Need help? Call us on **1800 640 886** 8am to 8pm (Melbourne time) Monday to Friday.

Cooling off period

If you change your mind about Media Super, you can stop your membership within the later of:

- 14 days from when we confirm we have accepted it.
- 19 days from the date we receive your membership application.

If you want to cancel your membership, please contact us. Any preserved benefit you have can only be rolled over to another regulated super fund.

Contact us if you're not satisfied

We strive to provide great service. If you're dissatisfied with any aspect of the Fund:

- Submit your complaint online at mediasuper.com.au/complaints.
- Call **1800 640 886** 8am to 8pm (Melbourne time) Monday to Friday. Closed on national public holidays.
- Write to the Complaints Officer, Media Super, PO Box 24231, Melbourne VIC 3001.

You can also complain to the Australian Financial Complaints Authority (AFCA), however usually you must first give us an opportunity to address your complaint. AFCA is an independent dispute resolution body set up by the Federal Government to provide a free, impartial and binding dispute resolution service for financial services.

– Write to:
GPO Box 3,
Melbourne VIC 3001

– Email info@afca.org.au
– Website afca.org.au
– Call **1800 931 678**

To learn more about how to make a complaint, visit mediasuper.com.au/complaints.

Privacy

We collect, store and disclose the personal information you provide only to administer your account and in accordance with our *Privacy Policy*. Except where required by law, your personal information will not be used for any other purpose. For more details, please refer to our *Privacy Policy* and *Personal Information Collection Statement* at mediasuper.com.au/privacy or call **1800 640 886** for a copy.

Contact us



1800 640 886

8am to 8pm (Melbourne time) Monday to Friday



enq@mediasuper.com.au
mediasuper.com.au



Media Super,
Locked Bag 5056
PARRAMATTA NSW 2124



Visit us in person in Adelaide, Brisbane,
Melbourne, Perth and Sydney.
Details: **mediasuper.com.au/contact**