



Plum Super Plum Personal Plan

Product Disclosure Statement

This Product Disclosure Statement (PDS or Statement) is a summary of significant information and contains a number of references to further important information in the **Fee Brochure**, **Investment Menu** and the **Insurance Guide** (each of which forms part of the PDS). You should consider all this information before making a decision about the product. This document contains general information only and so doesn't take into account your personal financial situation or individual needs. We recommend you obtain financial advice tailored to your own personal circumstances. References to 'we', 'us' or 'our' are references to the Trustee. The Trustee is part of the National Australia Bank (NAB) Group of Companies. An investment with the Trustee is not a deposit with, or liability of, and is not guaranteed by, NAB. The MLC Group of Companies refers to all companies (including the Trustee) offering services within the wealth management division of the NAB Group of Companies. MLC Limited is part of the Nippon Life Insurance Group and is not part of the NAB Group of Companies. MLC Limited uses the MLC brand under licence.

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Issued by the Trustee
NULIS Nominees (Australia) Limited
ABN 80 008 515 633
AFSL 236465

The Fund
MLC Super Fund
ABN 70 732 426 024

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Super Fund, you have access to a broad range of investment options, allowing you to customise your investment portfolio. If you haven't chosen an investment option, your super will be invested in MySuper. See Section 5 for details of MySuper and go to plum.com.au/yoursuperfund for the MySuper Product Dashboard.

2. How super works

What you need to know about super

You generally have the choice where your employer makes contributions. This means you can choose a fund that suits your needs and, if you change jobs, your super can stay in one place. To direct your employer contributions into your account, please complete the Choice of superannuation fund form and return it to your employer. It's compulsory for contributions to be made to super for most working Australians. Super is a tax-effective way to save for your retirement—tax concessions and other government benefits can make it one of the best long-term investments you have.

Contributing to your super

Regular contributions are a great way to help your super grow. Your employer will make super guarantee contributions (also known as employer contributions), but you can boost your super with other types of contributions, including:

- salary sacrifice
- personal after-tax contributions
- spouse contributions,
- Government co-contributions, and
- downsizer contributions.

You can make additional contributions to your account by **BPAY**® or Cheque. There are caps on the amount you can contribute to super. If you exceed these caps you may pay additional tax.

Get in touch
Call us on **1300 55 7586** within Australia.
Chat with us at plum.com.au

Write to us:
Plum Super
GPO Box 63
Melbourne VIC 3001



Go online today

You can keep up to date with your super account by going onto plum.com.au

Simply use your Member number and PIN to log in.

1. About Plum Super

You can use this Product Disclosure Statement (PDS) to find what you need to know about your super and how we can help you reach your retirement goals

With Plum Personal Plan, a part of the MLC

Bringing all your super together

Keeping your super in one place can make sense. You can generally transfer any other super accounts you have into your account. Doing this gives you a single view of your money, helps you keep track of your investments, and means you only pay one set of fees. Before consolidating, you should check if there are any exit fees, loss of insurance that's important to you, or any other benefits you wish to keep. You should speak with a financial adviser to make sure it's the right decision for you.

Accessing your super

Super is designed to support you in retirement, so there are restrictions on when you can access it. To access your super, you must meet a condition of release, such as:

- reaching age 65
- reaching your preservation age (between age 55 and 60 depending on your date of birth) and permanently retiring
- reaching your preservation age and starting a transition-to-retirement pension
- becoming permanently incapacitated, or
- having a terminal medical condition.

Once you meet a condition of release, you're able to withdraw your super as a lump sum or transfer your super to a pension account to start an income stream.

There are other circumstances where you may be able to access your super including:

- under the first home super saver scheme
- if you're a temporary resident and you permanently leave Australia once your visa has expired
- severe financial hardship, or
- compassionate grounds.

The law defines your eligibility to contribute, types of contributions you can make (or others make on your behalf), and limits on contributions, including the maximum amount you can contribute before paying additional tax. It also sets strict limitations on when you can withdraw your super. Generally, you can access your super after you reach your preservation age and permanently cease gainful employment, or if you satisfy another condition of release.

What happens to your super if you pass away?

Your super and any insurance you hold can be paid to your beneficiaries or estate if you pass away. There are two types of beneficiaries we offer: binding and non-binding. A binding beneficiary nomination, if valid, allows you to decide exactly where your benefit is paid—giving you comfort that your family is protected should something happen to you. With a non-binding nomination, the Trustee will consider your nomination and your personal circumstances before making a decision on where to pay your benefit. If you make an invalid nomination, or no nomination at all, the Trustee will decide where your benefit is paid. You should speak with your financial or legal adviser for more information on estate planning.

You can view the **Beneficiary Nomination form** available on plum.com.au/forms-publications for more information.

3. Benefits of investing with Plum Super

What we offer in your super account

A wide range of investment options:

Customise your investment portfolio to how you like it, using our world-class investment managers.

MySuper: Easy-to-manage investing, for all stages in life.

Insurance: Tax-effective cover to protect you and your family.

Advice, tools and calculators: Helping you understand your super, when it's convenient for you.

Member benefits program: Access to discounts, lifestyle offers, popular events, travel offers, savings on health insurance, and more.

Online access: Stay on top of your super—wherever you are.

Keeping you informed

We'll be in touch regularly with any important information about your account. We'll provide you with:

- a statement of your account each financial year
- information in relation to any material changes to your account, and
- confirmation of changes you make to your account such as investment switches, updating your details, rollovers, or withdrawals.

We can send this information by email or make it available at plum.com.au. If you prefer correspondence by mail, please let us know.

Confirmation of particular transactions (including all contributions) are also available by accessing your online account at plum.com.au. If you prefer to receive a letter

confirming a particular transaction in relation to your account, please call us.

The information in this PDS may change from time to time. Any updates that aren't materially adverse will be available by logging into your account at plum.com.au. You can obtain a paper copy of any of these changes at no additional cost by contacting us.

4. Risks of super

Like any investment, super has risks

Before you invest, there are some things you need to consider, including how much risk you're prepared to accept. This is determined by various factors, including:

- your investment goals
- the savings you'll need to reach your goals
- your age and the time you have to invest
- where your other assets are invested
- the return you may expect from your investments, and
- how comfortable you are with investment risk.

Investment risk

All investments come with some risk. Some investment options will have more risk than others, as it depends on an option's investment strategy and assets.

The value of an investment with a higher level of risk will tend to rise and fall more often and by greater amounts than investments with lower levels of risk, i.e. it's more volatile.

While it may seem confronting, investment risk is a normal part of investing. Without it you may not get the returns you need to reach your investment goals. This is known as the risk/return trade-off.

When choosing your investment option, it's important to understand that:

- its value and returns will vary over time
- options with higher long-term return potential usually have higher levels of short-term risk
- returns aren't guaranteed and you may lose money
- future returns will differ from past returns, and
- your future super savings (including contributions and returns) may not be enough to provide sufficiently for your retirement.

Laws affecting super may change, impacting your retirement savings.

You should read the important information about the risks of investing in the **Investment Menu** before making a decision. Log in to your account at plum.com.au to find out more.

The material relating to risks may change between the time when you read this Statement and the day when you acquire the product.

assets. From age 55, we'll gradually move your balance towards more defensive assets. We'll make this gradual shift until you turn 65. To achieve this, MySuper uses a combination of three investment portfolios: MySuper Growth Portfolio, MySuper Conservative Growth Portfolio, and MySuper Cash Plus. For more information on the three investment portfolios, please refer to the **Investment Menu**.

5. How we invest your money

Choose the investment option that's right for you

If you don't make a choice, your super will be invested in our MySuper investment option unless you choose from our wide range of other options. These options are shown in the **Investment Menu**.

When choosing your investment option, you should consider the risk, likely return, and investment time frame.

MySuper

MySuper automatically provides a mix of growth and defensive assets depending on your age. When you're younger and have more opportunity to grow your super, your MySuper will be invested in more growth

	Under 55 years	At age 60	Age 65 and over
Investment Objective	To outperform inflation, measured by the Consumer Price Index, by 3.5% pa after investment fees and taxes, over any 10 year period.	To outperform inflation, measured by the Consumer Price Index, by 3.3% pa after investment fees and taxes, over any 10 year period.	To outperform inflation, measured by the Consumer Price Index, by 3% pa after investment fees and taxes, over any 10 year period.
Benchmark Asset Allocation			
Cash	2%	3%	11%
Fixed income	6%	11%	13%
Defensive alternatives and other	7%	7%	6%
Total defensive assets	15% (5%–35%) (range)	21% (10%-40%) (range)	30% (12%-39%) (range)
Australian shares	29%	27%	24%
Global shares	20%	18%	16%
Global shares (hedged)	9%	9%	8%
Property	9%	8%	7%
Private assets	5%	5%	4%
Growth alternatives and other	13%	12%	11%
Total growth assets	85% (65%-95%) (range)	79% (60%-90%) (range)	70% (53%-80%) (range)
Standard Risk Measure (estimated number of negative annual returns)	High (between 4 and 5 years in 20 years)	Medium to High (between 3 and 4 years in 20 years)	Medium to high (between 3 and 4 years in 20 years)
Minimum suggested time to invest	7 years		

We may change the investment objective, investment approach, benchmark asset allocation and ranges in each investment option, or investment manager of each investment option, or add new or remove investment options at any time without prior notice to members. We will notify you of

material or significant changes in accordance with the law, which may be before or after the change. Up-to-date information is available when you log in to your account at plum.com.au. You can switch between investment options at any time, just log in to your account online at plum.com.au

You should read the important information about each of the investment options and the investment approach, including ethical investing and the Standard Risk Measure in the **Investment Menus** before making a decision. Log in to your account at plum.com.au to find out more.

The material relating to the **Investment Menus** and the investment option you are invested in may change between the time when you read this Statement and the day when you acquire the product.

6. Fees and costs

An overview of all the costs you can expect to pay

You'll find the fees we charge in the table below. Entry fees and exit fees cannot be charged. You can use the information in this table to compare fees and costs between Plum Personal Plan and other super products. You can find more information about each fee in the 'Additional explanation of fees and costs' section in the **Fee Brochure**.

These fees and costs may be deducted from your balance, your investment returns, or from the assets of MLC Super Fund as a whole. All fees are shown inclusive of GST and net of Reduced Input Tax Credits and stamp duty (where applicable). You can view the actual fees deducted from your account by logging in to plum.com.au or on your annual statement.

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. Please contact us or your financial adviser.

TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission** (ASIC) website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

Plum Personal Plan

Type of fee	Amount	How and when paid
Investment fee ^{1,2}	<p>MySuper investment option, 0.46% pa of your account balance.</p> <p>Other investment options, ranges from 0.30% pa to 1.44% pa (estimated).</p>	<p>You won't see this fee as a direct charge to your account. It's charged daily and reflected in the unit price of each investment option and will reduce the net return on your investment.</p> <p>The investment fee for each investment option is shown in the Investment Menu.</p>
Administration fee ¹	<p>A Member fee of up to \$78 pa</p> <p>Plus</p> <p>A Plan Management fee⁴ which is equal to:</p> <ul style="list-style-type: none"> • 0.50% pa of your MySuper balance, plus • A percentage of your balance held in other investment options, according to the tiered scale: <ul style="list-style-type: none"> • \$0 to \$100,000: 0.80% pa • next \$100,000: 0.40% pa • balance over \$200,000: 0.25% pa <p>Plus</p> <p>Government Levy Cost Recovery of up to 0.01% pa of your account balance².</p>	<ul style="list-style-type: none"> • The Member fee is deducted monthly from your account. • The Plan Management fee is deducted monthly from your account, and is calculated using your account balance at the end of each month. • If any of your balance is in investment options other than MySuper, the average plan management fee rate which applies for your balance in those other investment options is calculated using your total account balance. This average plan management fee rate is only applied on your balance in the investment options other than MySuper; and only the MySuper plan management fee rate of 0.50% pa is applied on your balance in MySuper. • If any of your balance is in investment options other than MySuper, a minimum plan management fee of \$67.60 pa applies on these options. • If some of your balance is invested in MySuper and some is in other investment options, the minimum plan management fee is reduced by the amount of the plan management fee paid that month on your MySuper balance. • The Government Levy Cost Recovery is deducted annually from your account to pay levies applied to the MLC Super Fund by the Government.
Buy-sell spread ²	MySuper investment option, 0.00%/0.00%	<ul style="list-style-type: none"> • Reflected in the buy and sell unit price of each investment option

Plum Personal Plan		
Type of fee	Amount	How and when paid
	Other investment options, ranges from 0.00%/0.00% to 0.25%/0.25%	<p>when there is a transaction on your account.</p> <ul style="list-style-type: none"> The buy-sell spread that applies to each investment option is shown in the Investment Menu.
Switching fee	Nil	Not applicable.
Advice fees Relating to all members investing in a particular investment option	Nil	There are no advice fees charged by us. However, if you wish, you can have amounts deducted from your account to pay fees to your financial adviser (see 'Adviser service fee' in the 'Additional Explanation of Fees and Costs' section).
Other fees and costs	For details of the following fees and costs that may apply and how and when they are paid, please refer to the 'Additional explanation of fees and costs' section in this PDS , and in the Fee Brochure : <ul style="list-style-type: none"> Insurance costs Transaction costs Borrowing (gearing) costs Property operating costs Operational Risk Financial Requirement (Reserve) Government Levies Adviser service fee 	
Estimated Indirect cost ratio ^{1,2, 3}	MySuper investment option, ranges 0.30% to 0.33% pa Other investment options, ranges from 0.00% to 0.54% pa	You won't see this fee as a direct charge to your account. It's reflected in the daily unit price of each investment option, and will reduce the net return on your investment. The Indirect cost ratio for each investment option is shown in the Investment Menu .

1. If your account balance for a product offered by the Fund is less than \$6,000 at the end of the Fund's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.
2. For more information, please refer to 'Additional explanation of fees and costs' in the **Fee Brochure**.
3. Except for new investment options, the estimated indirect cost ratio is based on costs incurred for the 12 months to 30 June 2019 and includes estimates where information was unavailable at the date this **PDS** was issued. For new investment options, including MySuper the estimated indirect cost ratio reflects the Trustee's reasonable estimate at the date of this **PDS** of costs that'll apply for the current financial year. In March 2019, we made changes to MySuper. As we'll be gradually increasing the growth assets for the MySuper Growth Portfolio over a period of time, the Trustee estimates that the costs will continue to rise with the increase in growth assets. The estimated costs, reflective of the benchmark asset

allocation is 0.37% pa. Please note that past costs are not a reliable indicator of future costs.
 4. Please refer to the **Fee Brochure** for an example of how this fee is calculated.

Example of annual fees and costs

This table gives an example of how the fees and costs for the MySuper investment option for this superannuation product can affect your superannuation investment over a 1 year period. You should use this table to compare this superannuation product with other superannuation products.

EXAMPLE - MySuper		BALANCE OF \$50,000
Investment fees	0.46% pa	For every \$50,000 you have in the superannuation product you will be charged \$230 each year
PLUS Administration fees ¹	0.51% pa + \$78 pa	And, you will be charged \$333 in administration fees
PLUS Estimated indirect costs for the superannuation product ²	0.33% pa	And, indirect costs of \$165 each year will be deducted from your investment
EQUALS Cost of product		If your balance was \$50,000, then for that year you will be charged fees of \$728 for the superannuation product.

Note: Additional fees may apply. And, if you leave the Fund, you may be charged a **buy-sell spread** which also applies whenever you make a contribution, exit, rollover or investment switch.

¹ This calculation uses the maximum Administration fee that could apply. The Administration fee (before any fee rebates and discounts) is comprised of a Plan Management fee of 0.50% pa, plus the Government Levy Cost Recovery of 0.01% pa and a Member fee of \$78 per annum which applies regardless of your balance.

² This estimated indirect costs calculation uses the estimated indirect costs of the MySuper Growth Portfolio. If you're over 55 years of age the estimated indirect costs will gradually decrease as your proportion in MySuper Growth Portfolio decreases.

Additional explanation of fees and costs

Adviser service fee

If you wish to consult a financial adviser, you should consider the following information:

- Additional fees may be paid to your adviser from your account.
- You can authorise for the cost of your adviser's services relating to your super account to be deducted from your account and paid to them. You can do this by giving us instructions to establish an Adviser

service fee payment facility on your account.

- Any fees charged by your financial adviser are in addition to the fees and costs in this PDS. The Adviser service fee which is deducted from your account is inclusive of GST.
- You can amend or cancel an existing Adviser Service fee arrangement at any time by contacting us. This may impact the

ongoing services they provide.

- You don't need to engage with a financial adviser to use our services.

We reserve the right to reject or terminate an Adviser service fee arrangement on your account at any time. We are not obliged to amend or cancel an Adviser service fee arrangement unless you instruct us to do so.

Any fee arrangement you have with a financial adviser should be detailed in the Statement of Advice they provide. You should regularly review this arrangement, as we won't assess whether it's appropriate for you.

Varying fees

If we vary our fees, fee discounts, or rebates we'll give you at least 30 days' notice of any material increase in fees. This doesn't include change to indirect costs which vary daily with investment costs, and Government taxes and charges.

You should read the important information about Fees and costs and the definitions of fees, in the Fee Brochure, the **Investment Menu** and the **Insurance Guide** before making a decision. Go to plum.com.au and log in to your online account. The material relating to the fees and costs and the fee definitions may change between the time when you read this Statement and the day when you acquire the product.

7. How super is taxed

An overview of tax in super

Tax laws change from time to time, so we recommend you seek advice from a financial adviser or registered tax agent. We're not able to provide financial or tax advice. You can also visit ato.gov.au for more information on how super is taxed.

Tax on contributions

Contributions to your super are taxed differently depending on the type you make. This generally depends on whether it's been made before your income tax has been deducted (before-tax contributions) or from your take-home pay (after-tax contributions).

Before-tax contributions

Known as concessional contributions, including employer, salary sacrifice contributions and any personal contributions you make that you claim as a tax deduction are usually taxed at a rate of 15%. This tax is charged within the Fund and is deducted from your account and paid to the ATO when required or when you leave the Fund.

Additional tax applies for high income earners. Broadly, if your income and total concessional contributions exceed \$250,000 in an income year, an additional 15% will be applied to contributions which take you above the \$250,000 threshold. This additional tax is levied on you personally by the ATO, but you can elect to have the tax paid from your super account.

Any extra contributions paid by your employer such as fees and premiums are treated as contributions for tax purposes and count towards your concessional contribution cap.

After-tax contributions

Known as non-concessional contributions, include spouse contributions and contributions made by you where no personal income tax deduction has been claimed.

Contributions caps

Contributions made to your account—both before-tax and after-tax—will count towards your contribution caps.

If your total contributions in a year exceed the contribution caps, you may be liable for additional tax on the excess contributions.

In addition to the contribution caps, the amount you have in your ‘total superannuation balance’ (which includes all your super and pension balances) may limit your ability to make after-tax contributions, claim the government co-contribution and spouse tax offset, and access ‘catch up’ concessional contributions in the 2019/20 and later years of income with specific conditions applying.

Tax on investment earnings

Investment earnings are taxed at a rate of up to 15%. Tax paid or payable on investment earnings is reflected in the daily unit price for each investment option.

Your employer will generally provide your Tax File Number (TFN) to us. If they don't, or you're applying as an eligible family member, you should provide it to us. If we don't have it, we'll only be able to accept employer contributions, and these may be taxed at the highest marginal tax rate (plus the Medicare Levy), rather than 15%. We may also have to deduct more tax when you start drawing down your super benefit. You may also miss out on government co-contributions.

Tax on lump sum withdrawals

Tax-free component¹	Nil.
Taxable component¹	<p>From age 60: Tax free</p> <p>Preservation age² to age 59: Tax-free on first \$210,000 (2019/20) (this is a lifetime limit which is indexed annually). Tax is then paid on the remainder up to 17% (including Medicare Levy at 2%).</p> <p>Under preservation age²: Tax of up to 22% (including</p>

Medicare Levy at 2%).

A different tax treatment applies to super death benefits paid to your beneficiaries or deceased estate. Other taxes and Government levies may apply from time to time. If applicable, we'll deduct the tax from your account before paying the lump sum.

1. For further information on the distinction between taxable and non-taxable components of your super, go to the ato.gov.au page titled 'How tax applies to your super'.
2. Preservation age is 55 for those born before 1 July 1960 and will gradually increase to 60 depending on your date of birth.

8. Insurance in super

You'll automatically receive insurance when you join the plan

A range of insurance options are available to you depending on your needs and eligibility. You will automatically receive a level of death and Total and Permanent Disablement (TPD) cover when we accept your application to join the Plum Personal Plan, subject to your eligibility.

Death cover

Death cover continues to age 65. It provides a lump sum benefit that may be payable in the event of your death or upon diagnosis of a terminal illness.

TPD cover

Everybody has different needs and a lump sum TPD benefit will be payable if you meet the definition of TPD and satisfy all other applicable eligibility criteria as set out in the insurance policy.

Your TPD insurance will reduce by 20% each year from age 61 and ends at age 65.

Death and TPD insurance cover is based on your age next birthday as shown in the **Insurance Guide**. It will remain a fixed amount, unless you change it, or you turn 61 for TPD cover.

Salary Continuance insurance (SCI) cover

If eligible, you can apply for SCI cover which will provide a monthly benefit while you are unable to work due to temporary disablement. Your SCI benefit may be reduced by any other disability benefits you may be entitled to claim.

You can select SCI waiting and benefit periods from the options below:

Waiting period	Benefit period
30, 60 or 90 days	2 years
30, 60, 90 or 180 days	5 years
30, 60, 90 or 180 days	To age 65

Changing your cover

You can apply for a different level of insurance or cancel it at any time by completing the enclosed Insurance form - Plum Personal Plan. If you cancel, change your waiting or benefit period or decrease your cover, you can reinstate it but you will need to provide satisfactory evidence of health.

Maximum benefit limited

Insurance type	Maximum cover available
Death	Unlimited
TPD	\$5 million
SCI	\$50,000 per month

Keeping your details up to date

The information we hold about you determines your insurance. If your occupation, nature of your employment, salary, or any other personal details change it could impact your insurance and the premiums you pay. If your circumstances change, please contact us.

Premiums

Your insurance premiums are deducted from your account. Premiums are based on the type and amount of insurance cover and your age. The table below shows the range of premiums for each \$1,000 of cover.

Type of cover	Annual cost of cover for each \$1,000 sum insured
Death (Male)	\$0.39 - \$9.36
Death (Female)	\$0.31 - \$7.49
TPD (Male)	\$0.11 - \$20.74
TPD (Female)	\$0.09 - \$16.59
SCI (Male) (occupation factor) ¹	\$1.33 - \$31.44
SCI (Female) (occupation factor) ¹	\$1.99 - \$47.19

¹90 days waiting period with 2 year benefit period.

Everybody has different needs and insurance is no exception. The insurance that's right for you depends on things like your family and financial commitments, income and lifestyle.

There are costs associated with insurance. Unless you cancel your insurance, premiums will be deducted from your account.

We'll confirm your insurance and your premiums paid in your Annual Statement. We calculate premiums based on the type and amount of insurance you have, and circumstances like your age, gender, occupation, medical history, and lifestyle and

leisure activities. So if any of your personal details on your Annual Statement are incorrect you should advise us as they may impact your ability to claim.

When won't a benefit be paid?

Payment of an insured benefit is subject to the terms, conditions and restrictions of the applicable insurance policy. The **Insurance Guide** sets out these terms, including any terms that may exclude or reduce payment of your insurance benefit.

Inactive Accounts

If your super account hasn't received a contribution or a rollover for a continuous period of 16 months, it's defined as an inactive account and by law we're required to cancel your insurance cover. We'll contact you before this happens and give you the option to retain your cover.

Alternatively, if you wish to keep your insurance cover regardless of whether or not your account is inactive, fill out and return the form **Choose to Keep My Insurance Cover** available at

plum.com.au/superinsurance

Bring your insurance together

If you're like many Australians, you've probably got a few super accounts and may have insurance through these as well. You can apply to bring your other insurance together with the insurance you have with us.

Important information

You should read the important information about eligibility for and the cancellation of insurance, any applicable conditions and exclusions, the level and type of insurance available, the cost of insurance, and other significant matters in the **Insurance Guide**. These matters may affect your entitlement to insurance and should be read before deciding if insurance is appropriate. The material relating to insurance may change between the time you read this statement and the day when you acquire the product.

9. How to open an account

The Plum Personal Plan is open to you if you are an:

- existing Plum pension account holder,
- eligible spouse of a current member in an employer plan of Plum Super,
- eligible spouse of an existing member of the Plum Personal Plan, or
- eligible member from an employer plan in Plum Super.

Simply complete the Application form and send it to us with at least \$2,000. Your \$2,000 can be a new contribution or you can transfer your super from other funds. Simply complete a Consolidate your superannuation benefits form for each fund you want to transfer.

Contributions we can't process

Any contributions we can't process will be held in an interest bearing trust account. We may retain all or part of the interest earned on this account and the Fund's other bank accounts for the benefit of all members.

Resolving complaints

If you have a complaint, we can usually resolve it quickly over the phone on **1300 55 7586**, or

if you'd prefer to put your complaint in writing you can email us or send us a letter. We'll conduct a review and provide you a response in writing. For more information, visit plum.com.au/complaints

If you're not satisfied with our resolution, or we haven't responded to you in 90 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides an independent financial services complaint resolution process that's free to consumers. You can contact AFCA in writing to **GPO Box 3, Melbourne, VIC 3001**, at their website (afca.org.au), by email at info@afca.org.au, or by phone on **1800 931 678** (free call).

If you have a complaint about financial advice you receive, you should follow the complaint resolution process explained in the Financial Services Guide provided by your financial adviser.

Privacy Information

We'll collect your personal information from you directly wherever we can. In some cases we may have to obtain it from third parties such as your financial adviser. We do this to determine your eligibility and to administer your account. If your personal information is not provided, we may not be able to provide you appropriate service.

We may collect information about you because we're required or authorised by law (including company and tax law) to collect it.

We may disclose your personal information to other NAB Group members, and to external parties including MLC Limited for account management, and for product development and research purposes.

We may also need to share your information with organisations outside Australia. A list of those countries is available at

nab.com.au/privacy/overseas-countries-list

We, other NAB Group members, and MLC Limited may use your personal information for marketing purposes. If you no longer wish to receive these direct marketing offers, contact us.

You can also find out how we collect, use, share and handle your personal information in our Privacy Policy at nab.com.au/privacy-policy including how to access or correct information we collect about you and how to make a complaint about a privacy issue.

Our Privacy notification points out key features of our Privacy Policy. You can view it at plum.com.au/privacy

Information we need from you

We're required to know who you are and may ask you to provide information and documents to verify your identity or get a better understanding about your transactions. You'll need to provide this in the timeframe requested. If we're concerned that processing a request may cause us to breach our legal obligations (such as anti- money laundering), we may delay or refuse your request or restrict access to funds (where permissible under any applicable law).



Contact us

For more information call us from anywhere in Australia on 1300 55 7586 or contact your financial adviser.

Postal address

Plum Super
GPO Box 63
Melbourne VIC 3001

Registered office

Ground Floor, MLC Building
105–153 Miller Street
North Sydney NSW 2060

plum.com.au

This offer is made in Australia in accordance with Australian laws, and your account will be regulated by these laws. 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 content in which it appears with the consent of the third party, which has not been withdrawn as at the date of this document. References to plum.com.au in the online copy of this PDS link directly to the additional information. An online copy of this PDS is available at plum.com.au