



Financial Services Guide

9 September 2016

This Financial Services Guide (FSG) is issued by:

Super Members Investments Limited (SMI),
ABN 61 095 974 100, AFS Licence No. 231230.

SMI Limited is a wholly owned subsidiary of Industry Fund Services Limited (IFS). Industry Super Holdings Pty Ltd (ISH) is the holding company of IFS. ISH is ultimately owned by a number of superannuation funds.*

* A list of the ISH Company Pty Ltd shareholders can be found at ifs.net.au.

This FSG covers our services in relation to the products listed.

SMI is the Trustee of the IRIS Superannuation Fund (ABN 88 556 625 125). The IRIS Superannuation Fund comprises:

- IRIS Super Income Stream
- IRIS Term Allocated Pension

IRIS Retirement Income
Locked Bag 5129
Parramatta NSW 2124

Email: admin@retirewithiris.com.au
Web: retirewithiris.com.au
Phone: 1300 367 485

This FSG is designed to assist you in deciding whether to use our services. It contains information about our services, how SMI and SMI representatives are remunerated, your rights as a client and details of our complaints system.

If you need more information or clarification of any matter raised in this document, please ask us.

If you have not already received a copy of the IRIS Super Income Stream or IRIS Term Allocated Pension Product Disclosure Statement (PDS), you can obtain a copy by calling IRIS on **1300 367 485**.

These documents set out the main services, features and benefits of the products to help you make an informed decision about your investment decisions.

You should consider the relevant PDS before you acquire either of these products.

Before you get our advice

Do any relationships or associations exist which might influence SMI Limited in providing me with the financial services?

SMI's business functions are performed by outsourced service providers or employees of IFS. IFS employees act as SMI representatives and may be eligible to invest, or may already be investors, in the IRIS products.

SMI is a wholly owned subsidiary of IFS. SMI may pay a dividend to SMI. SMI has no other relationships or associations with any other product issuer referred to in this FSG that could be expected to influence the provision of these financial services.

Who is the provider of the financial services?

If you contact IRIS on **1300 367 485**, you will be speaking to a representative of Australian Administration Services Pty Limited (AAS). AAS is contracted by SMI Limited to provide specialist member services, such as operating the call centre, member administration, investment and pension benefit processing and other general fund administration.

However, any advice will be provided to you directly by a representative of IFS. SMI Limited is the holder of a Registrable Superannuation Entity Licence in relation to the IRIS Superannuation Fund, of which the IRIS Super Income Stream and IRIS Term Allocated Pension are divisions.

Who will be responsible for the advice given to me?

Any advice enquiry will be referred to IFS. IFS holds an Australian Financial Services Licence (AFSL) under the Corporations Act 2001 and therefore, has responsibility for the services provided by its representatives.

What financial services are available to me?

SMI representatives may only provide general financial product advice or information specific to IRIS Super Income Stream and IRIS Term Allocated Pension products. SMI is authorised to provide advice, issue and deal in these products. SMI acts on its own behalf when providing financial services to you. Any advice provided to you is prepared without taking into account your particular financial needs, circumstances or objectives.

Information in this FSG is of a general nature only. You should assess your own financial situation before making an investment decision based on this FSG and consider the relevant PDS before proceeding with an investment in an IRIS product. We are able to provide a PDS to you at your request.

Can I provide you with instructions on buying or switching interests in the IRIS products?

You may make application for the IRIS products only by completing the Application Form attached to the relevant PDS. Instructions to buy or switch your interests in the IRIS products can be made in writing in a form approved by SMI. You can also switch your investment online. The PDS for each product specifies the ways in which you can instruct us, and how and where to lodge those instructions.

How will I pay for the service?

The Fees and other costs sections of the IRIS Super Income Stream and the IRIS Term Allocated Pension PDS documents detail how SMI is remunerated. You are not charged for the cost of any other services included in this FSG.

How much commission/fee does the IFS representative receive?

SMI representatives are employees of IFS and are paid a salary. No staff are paid commissions, fees or bonuses for recommending IRIS to members.

Professional indemnity insurance

IFS has Professional Indemnity insurance cover, which complies with Section 912B of the Corporations Act. This insurance provides cover for work done by representatives and employees of IFS, and extends to cover those that have ceased to work for IFS (but who did at the time of the relevant conduct that may give rise to a claim for compensation).

Privacy

The Trustee collects and uses your personal information to open and manage your account in the Fund, and to comply with the law. This may include your contact details, date of birth, superannuation interest and your Tax File Number, if you have chosen to disclose it.

If you do not provide your information to the Trustee, we may not be able to provide our services to you. You may also incur additional tax charges.

From time to time, the Trustee may share your personal information with other parties to provide our services to you, comply with the law and for other related purposes – such as direct marketing of other products and services that may be of interest to you. You may opt out of receiving direct marketing at any time by calling us on **1300 367 485** and advising us you do not wish to receive it.

The IFS Group Privacy Statement sets out how the Trustee manages and protects your personal information, and how you can access or update your information. A copy of the Statement is available from retirewithiris.com.au.

If you would like more information about the privacy requirements, you can contact the Australian Information Commissioner's hotline service on **1300 363 992** or visit oaic.gov.au.

If you have a complaint about our advice

SMI is committed to handling any complaints promptly and fairly. Any complaints will be managed in the strictest confidence. If you have a complaint about any advice provided, you can:

1. Raise the issue with your representative by calling IRIS on **1300 367 485**

or

2. If you would prefer not to discuss the complaint with your representative, or your concern is not satisfactorily resolved, direct your complaint in writing to:

Complaints Resolution Officer
IRIS Administration
Locked Bag 5129
Parramatta NSW 2124

The Complaints Officer will investigate and you will be provided with a written response.

3. The complaints handling procedures for complaints relating to the IRIS Super Income Stream and IRIS Term Allocated Pension products are detailed in the current IRIS PDS's. If your complaint relates to the administration of these products please contact SMI using the information in this FSG.
4. If you do not receive a response to your complaint within 45 days or are not satisfied with the response provided after going through SMI's complaints procedure, you may lodge your complaint with:

Superannuation Complaints Tribunal (SCT)
Locked Bag 3060
GPO Melbourne VIC 3001

Phone **1300 884 114** or visit sct.gov.au.

The SCT is an independent body, offering a free service to help members of superannuation funds and their dependants to resolve complaints about decisions made by fund trustees.

If your complaint is outside the jurisdiction of the SCT and you do not receive a final response to your complaint within 45 days you may be able to lodge your complaint with the Financial Ombudsman Service:

Financial Ombudsman Service (FOS)
GPO Box 3,
Melbourne VIC 3001

Phone **1300 780 808** or visit fos.org.au.

This is a free service to you.

